

UTILITY

	Q6. Number of Power Interruptions Lasting Less than One Minute							Cross Tab Total
	Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	
Ameren	-	-	-	-	-	-	-	-
Com Ed	-	-	-	-	-	-	-	-
Mid American	-	-	-	-	-	-	-	-
Public Utility	42 100.0%	13 100.0%	11 100.0%	9 100.0%	1 100.0%	-	-	34 100.0%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	13 100.0%	11 100.0%	9 100.0%	1 100.0%	-	-	34 100.0%

Type

	Q6. Number of Power Interruptions Lasting Less than One Minute							Cross Tab Total
	Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	
Residential	-	-	-	-	-	-	-	-
Non-Residential	42 100.0%	13 100.0%	11 100.0%	9 100.0%	1 100.0%	-	-	34 100.0%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	13 100.0%	11 100.0%	9 100.0%	1 100.0%	-	-	34 100.0%

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q6. Number of Power Interruptions Lasting Less than One Minute								
	Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	2	-	-	-	-	-	-	-
	4.8%							
8	4	1	-	1	1	-	-	3
	9.5%	7.7%		11.1%	100.0%			8.8%
9	10	3	2	3	-	-	-	8
	23.8%	23.1%	18.2%	33.3%				23.5%
10 Excellent	26	9	9	5	-	-	-	23
	61.9%	69.2%	81.8%	55.6%				67.6%
<hr/>								
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	42	13	11	9	1	-	-	34
	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%
CHI-SQUARE SIGNIFICANCE	<-----12.405-----> .0535*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

		Q8. Number of Power Outages Lasting More than One Minute							
		Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0	Poor	-	-	-	-	-	-	-	-
1		-	-	-	-	-	-	-	-
2		-	-	-	-	-	-	-	-
3		-	-	-	-	-	-	-	-
4		-	-	-	-	-	-	-	-
5		-	-	-	-	-	-	-	-
6		-	-	-	-	-	-	-	-
7		2	-	-	-	-	-	-	-
		4.8%							
8		4	-	1	2	-	-	-	3
		9.5%		6.2%	28.6%				8.8%
9		10	2	4	2	1	-	-	9
		23.8%	22.2%	25.0%	28.6%	100.0%			26.5%
10	Excellent	26	7	11	3	-	-	1	22
		61.9%	77.8%	68.8%	42.9%			100.0%	64.7%
TOTAL NON-RESPONSES		-	-	-	-	-	-	-	-
TOTAL ANSWERING		42	9	16	7	1	-	1	34
		100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%
CHI-SQUARE SIGNIFICANCE		<-----8.212-----> .413*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q9. Last Time an Outage Lasted More than One Minute							
Frequency	4Q 2019	3Q 2019	2Q 2019	1Q 2019	4Q 2018	Prior to 4Q 2018	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2	-	-	-	-	-	-
8	4.8%	-	-	1	-	-	1
9	4	-	14.3%	2	-	-	6.7%
10 Excellent	9.5%	2	25.0%	28.6%	-	-	4
	23.8%	6	75.0%	57.1%	-	-	26.7%
	26	-	-	-	-	-	10
	61.9%	-	-	-	-	-	66.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42	-	8	7	-	-	15
	100.0%	-	100.0%	100.0%	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.339----->						
	.5119*						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

		Q10. Length (in hours) of Last Outage.					Cross Tab Total
Frequency		less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	
(A)		(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 4.8%	-	1 14.3%	-	-	-	1 4.3%
8	4 9.5%	2 12.5%	-	-	-	-	2 8.7%
9	10 23.8%	4 25.0%	2 28.6%	-	-	-	6 26.1%
10 Excellent	26 61.9%	10 62.5%	4 57.1%	-	-	-	14 60.9%
TOTAL NON-RESPONSES		-	-	-	-	-	-
TOTAL ANSWERING		42 100.0%	16 100.0%	7 100.0%	-	-	23 100.0%
CHI-SQUARE SIGNIFICANCE		<-----3.207-----> .3607*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q11. Length (in hours) of Shortest OutageLasting More than One Minute.						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	2	-	-	-	-	-
8	4.8%	1	-	-	-	1
9	9.5%	8.3%	-	-	-	8.3%
10 Excellent	10	4	-	-	-	4
	23.8%	33.3%	-	-	-	33.3%
	26	7	-	-	-	7
	61.9%	58.3%	-	-	-	58.3%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	42	12	-	-	-	12
	100.0%	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----0-----> 1*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q12. Length (in hours) of Longest Outage Lasting More than One Minute						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	2	-	1	-	-	1
8	4.8%	-	16.7%	-	-	7.1%
9	4	-	-	-	-	-
10 Excellent	9.5%	1	2	1	-	4
	23.8%	16.7%	33.3%	50.0%	-	28.6%
	26	5	3	1	-	9
	61.9%	83.3%	50.0%	50.0%	-	64.3%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	42	6	6	2	-	14
	100.0%	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.593-----> .6281*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln> does on....) Providing electric service overall?

Q13. Damage due to Electrical Outage/Problem				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2	1	1	2
8	4.8%	25.0%	2.7%	4.9%
9	4	-	4	4
	9.5%		10.8%	9.8%
10 Excellent	10	1	9	10
	23.8%	25.0%	24.3%	24.4%
	26	2	23	25
	61.9%	50.0%	62.2%	61.0%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42	4	37	41
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.2-----> .2407*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

		Q14. Loss or Damage Type					Cross Tab Total
Frequency		Loss of Perishables	Loss of Equip	Business Interrupted	Personal Injury	Other	
(A)		(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2	-	-	-	-	-	-
8	4.8%	-	-	-	-	-	-
9	4	-	-	-	-	-	-
	9.5%	-	-	-	-	-	-
10 Excellent	10	-	1	-	-	-	1
	23.8%	-	33.3%	-	-	-	33.3%
	26	-	2	-	-	-	2
	61.9%	-	66.7%	-	-	-	66.7%
TOTAL NON-RESPONSES		-	-	-	-	-	-
TOTAL ANSWERING		42	3	-	-	-	3
		100.0%	100.0%				100.0%
CHI-SQUARE SIGNIFICANCE		<-----.0----->					1*

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q18. Have Tried to Reach by Phone				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2	2	-	2
	4.8%	8.3%		4.8%
8	4	2	2	4
	9.5%	8.3%	11.1%	9.5%
9	10	5	5	10
	23.8%	20.8%	27.8%	23.8%
10 Excellent	26	15	11	26
	61.9%	62.5%	61.1%	61.9%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42	24	18	42
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.795-----> .6161*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

		Q19. Reason for most Recent Call						
		Frequency	To report a problem	Transfer service	Payment arrangement	To get info	(Other)	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)
0	Poor	-	-	-	-	-	-	-
1		-	-	-	-	-	-	-
2		-	-	-	-	-	-	-
3		-	-	-	-	-	-	-
4		-	-	-	-	-	-	-
5		-	-	-	-	-	-	-
6		-	-	-	-	-	-	-
7		2	1	-	1	-	-	2
		4.8%	8.3%		16.7%			8.3%
8		4	1	1	-	-	-	2
		9.5%	8.3%	33.3%				8.3%
9		10	3	-	1	1	-	5
		23.8%	25.0%		16.7%	100.0%		20.8%
10	Excellent	26	7	2	4	-	2	15
		61.9%	58.3%	66.7%	66.7%		100.0%	62.5%
TOTAL NON-RESPONSES		-	-	-	-	-	-	-
TOTAL ANSWERING		42	12	3	6	1	2	24
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE		<-----9.333-----> .6742*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q20. Call Completed using					
	Frequency	Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 4.8%	1 50.0%	1 8.3%	-	2 8.7%
8	4 9.5%	1 50.0%	1 8.3%	-	2 8.7%
9	10 23.8%	-	3 25.0%	2 22.2%	5 21.7%
10 Excellent	26 61.9%	-	7 58.3%	7 77.8%	14 60.9%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	2 100.0%	12 100.0%	9 100.0%	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----11.564-----> .0724*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q22. Aware of Toll-Free Number to Report Power Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 4.8%	-	-	2 15.4%	2 5.1%
8	4 9.5%	-	2 18.2%	1 7.7%	3 7.7%
9	10 23.8%	2 13.3%	4 36.4%	3 23.1%	9 23.1%
10 Excellent	26 61.9%	13 86.7%	5 45.5%	7 53.8%	25 64.1%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	15 100.0%	11 100.0%	13 100.0%	39 100.0%
CHI-SQUARE SIGNIFICANCE	<-----10.187-----> .117*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q23. 24/7 Availability by Phone in Event of Power Outage					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 4.8%	1 4.0%	-	1 14.3%	2 4.8%
8	4 9.5%	2 8.0%	1 10.0%	1 14.3%	4 9.5%
9	10 23.8%	6 24.0%	3 30.0%	1 14.3%	10 23.8%
10 Excellent	26 61.9%	16 64.0%	6 60.0%	4 57.1%	26 61.9%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	25 100.0%	10 100.0%	7 100.0%	42 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.547-----> .8631*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q24. Aware of Reports about Extended Outages to the Media					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 4.8%	-	-	2 16.7%	2 4.9%
8	4 9.5%	1 5.9%	1 8.3%	2 16.7%	4 9.8%
9	10 23.8%	3 17.6%	3 25.0%	4 33.3%	10 24.4%
10 Excellent	26 61.9%	13 76.5%	8 66.7%	4 33.3%	25 61.0%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	17 100.0%	12 100.0%	12 100.0%	41 100.0%
CHI-SQUARE SIGNIFICANCE	<-----8.656-----> .1939*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q25. Aware of Different Bill Payment Options are Offered					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 4.8%	1 4.2%	-	1 7.7%	2 4.8%
8	4 9.5%	1 4.2%	-	3 23.1%	4 9.5%
9	10 23.8%	6 25.0%	2 40.0%	2 15.4%	10 23.8%
10 Excellent	26 61.9%	16 66.7%	3 60.0%	7 53.8%	26 61.9%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	24 100.0%	5 100.0%	13 100.0%	42 100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.377-----> .4965*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q26. Tree Trimming to Reduce Occurrence of Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 4.8%	-	-	2 33.3%	2 4.8%
8	4 9.5%	2 6.7%	1 16.7%	1 16.7%	4 9.5%
9	10 23.8%	7 23.3%	2 33.3%	1 16.7%	10 23.8%
10 Excellent	26 61.9%	21 70.0%	3 50.0%	2 33.3%	26 61.9%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	30 100.0%	6 100.0%	6 100.0%	42 100.0%
CHI-SQUARE SIGNIFICANCE	<-----14.506-----> .0245*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q30. Receive a Bill at this Location				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2	2	-	2
8	4.8%	5.9%	-	4.9%
9	4	4	-	4
	9.5%	11.8%		9.8%
10 Excellent	10	8	2	10
	23.8%	23.5%	28.6%	24.4%
	26	20	5	25
	61.9%	58.8%	71.4%	61.0%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42	34	7	41
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.447-----> .6945*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q31. Respondent Handles this Bill				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2	2	-	2
	4.8%	6.5%		5.9%
8	4	4	-	4
	9.5%	12.9%		11.8%
9	10	8	-	8
	23.8%	25.8%		23.5%
10 Excellent	26	17	3	20
	61.9%	54.8%	100.0%	58.8%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42	31	3	34
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.303-----> .5119*			

Comparison Groups: BC

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q38. Number of Employees						
	Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	2	2	-	-	-	2
8	4.8%	7.7%	-	1	-	5.1%
9	4	3	-	1	-	4
	9.5%	11.5%	-	33.3%	-	10.3%
10 Excellent	10	7	3	-	-	10
	23.8%	26.9%	30.0%	-	-	25.6%
	26	14	7	2	-	23
	61.9%	53.8%	70.0%	66.7%	-	59.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	42	26	10	3	-	39
	100.0%	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.837-----> .5649*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q39.Years Conducting Business in Current Location							
Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 4.8%	-	-	-	1 16.7%	1 5.9%	2 4.9%
8	4 9.5%	-	1 16.7%	1 16.7%	1 16.7%	1 5.9%	4 9.8%
9	10 23.8%	2 33.3%	-	1 16.7%	2 33.3%	5 29.4%	10 24.4%
10 Excellent	26 61.9%	4 66.7%	5 83.3%	4 66.7%	2 33.3%	10 58.8%	25 61.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	6 100.0%	6 100.0%	6 100.0%	6 100.0%	17 100.0%	41 100.0%
CHI-SQUARE SIGNIFICANCE	<-----7.85-----> .7967*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2	1	1	2
	4.8%	4.5%	5.0%	4.8%
8	4	1	3	4
	9.5%	4.5%	15.0%	9.5%
9	10	4	6	10
	23.8%	18.2%	30.0%	23.8%
10 Excellent	26	16	10	26
	61.9%	72.7%	50.0%	61.9%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42	22	20	42
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.695-----> .441*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q6. Number of Power Interruptions Lasting Less than One Minute							
Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 4.8%	-	-	-	-	-	-
8	5 11.9%	1 7.7%	1 9.1%	1 11.1%	-	-	3 8.8%
9	8 19.0%	2 15.4%	1 9.1%	3 33.3%	1 100.0%	-	7 20.6%
10 Excellent	27 64.3%	10 76.9%	9 81.8%	5 55.6%	-	-	24 70.6%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	13 100.0%	11 100.0%	9 100.0%	1 100.0%	-	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.076-----> .4147*						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q8. Number of Power Outages Lasting More than One Minute							
Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 4.8%	-	-	-	-	-	-
8	5 11.9%	-	3 18.8%	1 14.3%	-	-	4 11.8%
9	8 19.0%	2 22.2%	1 6.2%	3 42.9%	1 100.0%	-	7 20.6%
10 Excellent	27 64.3%	7 77.8%	12 75.0%	3 42.9%	-	1 100.0%	23 67.6%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	9 100.0%	16 100.0%	7 100.0%	1 100.0%	1 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----10.291-----> .2452*						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q9. Last Time an Outage Lasted More than One Minute								
	Frequency	4Q 2019	3Q 2019	2Q 2019	1Q 2019	4Q 2018	Prior to 4Q 2018	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	2	-	-	-	-	-	-	-
	4.8%							
8	5	-	-	1	-	-	-	1
	11.9%			14.3%				6.7%
9	8	-	2	1	-	-	-	3
	19.0%		25.0%	14.3%				20.0%
10 Excellent	27	-	6	5	-	-	-	11
	64.3%		75.0%	71.4%				73.3%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	42	-	8	7	-	-	-	15
	100.0%		100.0%	100.0%				100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.364-----> .5057*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

		Q10. Length (in hours) of Last Outage.					Cross Tab Total
		less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	
		(A)	(B)	(C)	(D)	(E)	(F)
0 Poor		-	-	-	-	-	-
1		-	-	-	-	-	-
2		-	-	-	-	-	-
3		-	-	-	-	-	-
4		-	-	-	-	-	-
5		-	-	-	-	-	-
6		-	-	-	-	-	-
7		2	-	1	-	-	1
		4.8%		14.3%			4.3%
8		5	2	1	-	-	3
		11.9%	12.5%	14.3%			13.0%
9		8	3	1	-	-	4
		19.0%	18.8%	14.3%			17.4%
10 Excellent		27	11	4	-	-	15
		64.3%	68.8%	57.1%			65.2%
TOTAL NON-RESPONSES		-	-	-	-	-	-
TOTAL ANSWERING		42	16	7	-	-	23
		100.0%	100.0%	100.0%			100.0%
CHI-SQUARE SIGNIFICANCE		<-----2.454----->					
		.4837*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q11. Length (in hours) of Shortest OutageLasting More than One Minute.							
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2	-	-	-	-	-	-
8	4.8%	2	-	-	-	2	16.7%
9	11.9%	16.7%	-	-	-	3	25.0%
10 Excellent	8	3	-	-	-	7	58.3%
	19.0%	25.0%	-	-	-		
	27	7	-	-	-		
	64.3%	58.3%					
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42	12	-	-	-	12	100.0%
	100.0%	100.0%					
CHI-SQUARE SIGNIFICANCE	<-----0-----> 1*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q12. Length (in hours) of Longest Outage Lasting More than One Minute							
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 4.8%	-	1 16.7%	-	-	-	1 7.1%
8	5 11.9%	-	-	1 50.0%	-	-	1 7.1%
9	8 19.0%	1 16.7%	2 33.3%	-	-	-	3 21.4%
10 Excellent	27 64.3%	5 83.3%	3 50.0%	1 50.0%	-	-	9 64.3%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	6 100.0%	6 100.0%	2 100.0%	-	-	14 100.0%
CHI-SQUARE SIGNIFICANCE	<-----8.815-----> .1843*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln> does on....) Providing reliable electric service?

Q13. Damage due to Electrical Outage/Problem				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2 4.8%	1 25.0%	1 2.7%	2 4.9%
8	5 11.9%	-	5 13.5%	5 12.2%
9	8 19.0%	1 25.0%	7 18.9%	8 19.5%
10 Excellent	27 64.3%	2 50.0%	24 64.9%	26 63.4%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42 100.0%	4 100.0%	37 100.0%	41 100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.414-----> .2201*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

		Q14. Loss or Damage Type						
		Frequency	Loss of Perishables	Loss of Equip	Business Interrupted	Personal Injury	Other	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)
0	Poor	-	-	-	-	-	-	-
1		-	-	-	-	-	-	-
2		-	-	-	-	-	-	-
3		-	-	-	-	-	-	-
4		-	-	-	-	-	-	-
5		-	-	-	-	-	-	-
6		-	-	-	-	-	-	-
7		2	-	-	-	-	-	-
8		4.8%	-	-	-	-	-	-
9		5	-	-	-	-	-	-
		11.9%	-	-	-	-	-	-
10		8	-	1	-	-	-	1
		19.0%	-	33.3%	-	-	-	33.3%
10	Excellent	27	-	2	-	-	-	2
		64.3%	-	66.7%	-	-	-	66.7%
TOTAL NON-RESPONSES		-	-	-	-	-	-	-
TOTAL ANSWERING		42	-	3	-	-	-	3
		100.0%	-	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE		<-----0-----> 1*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q18. Have Tried to Reach by Phone				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2	2	-	2
	4.8%	8.3%		4.8%
8	5	2	3	5
	11.9%	8.3%	16.7%	11.9%
9	8	4	4	8
	19.0%	16.7%	22.2%	19.0%
10 Excellent	27	16	11	27
	64.3%	66.7%	61.1%	64.3%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42	24	18	42
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.316-----> .5095*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q19. Reason for most Recent Call							
	Frequency	To report a problem	Transfer service	Payment arrangement	To get info	(Other)	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 4.8%	1 8.3%	-	1 16.7%	-	-	2 8.3%
8	5 11.9%	1 8.3%	1 33.3%	-	-	-	2 8.3%
9	8 19.0%	2 16.7%	-	1 16.7%	1 100.0%	-	4 16.7%
10 Excellent	27 64.3%	8 66.7%	2 66.7%	4 66.7%	-	2 100.0%	16 66.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	12 100.0%	3 100.0%	6 100.0%	1 100.0%	2 100.0%	24 100.0%
CHI-SQUARE SIGNIFICANCE	<-----10.0-----> .616*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q20. Call Completed using					
	Frequency	Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 4.8%	1 50.0%	1 8.3%	-	2 8.7%
8	5 11.9%	1 50.0%	1 8.3%	-	2 8.7%
9	8 19.0%	-	3 25.0%	1 11.1%	4 17.4%
10 Excellent	27 64.3%	-	7 58.3%	8 88.9%	15 65.2%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	2 100.0%	12 100.0%	9 100.0%	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----12.533-----> .0511*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q22. Aware of Toll-Free Number to Report Power Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 4.8%	-	-	2 15.4%	2 5.1%
8	5 11.9%	-	3 27.3%	1 7.7%	4 10.3%
9	8 19.0%	2 13.3%	3 27.3%	2 15.4%	7 17.9%
10 Excellent	27 64.3%	13 86.7%	5 45.5%	8 61.5%	26 66.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	15 100.0%	11 100.0%	13 100.0%	39 100.0%
CHI-SQUARE SIGNIFICANCE	<-----11.179-----> .083*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q23. 24/7 Availability by Phone in Event of Power Outage					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 4.8%	1 4.0%	-	1 14.3%	2 4.8%
8	5 11.9%	3 12.0%	1 10.0%	1 14.3%	5 11.9%
9	8 19.0%	4 16.0%	3 30.0%	1 14.3%	8 19.0%
10 Excellent	27 64.3%	17 68.0%	6 60.0%	4 57.1%	27 64.3%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	25 100.0%	10 100.0%	7 100.0%	42 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.877-----> .8241*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q24. Aware of Reports about Extended Outages to the Media					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 4.8%	-	-	2 16.7%	2 4.9%
8	5 11.9%	-	2 16.7%	3 25.0%	5 12.2%
9	8 19.0%	3 17.6%	2 16.7%	3 25.0%	8 19.5%
10 Excellent	27 64.3%	14 82.4%	8 66.7%	4 33.3%	26 63.4%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	17 100.0%	12 100.0%	12 100.0%	41 100.0%
CHI-SQUARE SIGNIFICANCE	<-----11.676-----> .0696*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q25. Aware of Different Bill Payment Options are Offered					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 4.8%	1 4.2%	-	1 7.7%	2 4.8%
8	5 11.9%	1 4.2%	1 20.0%	3 23.1%	5 11.9%
9	8 19.0%	5 20.8%	1 20.0%	2 15.4%	8 19.0%
10 Excellent	27 64.3%	17 70.8%	3 60.0%	7 53.8%	27 64.3%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	24 100.0%	5 100.0%	13 100.0%	42 100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.865-----> .695*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln> does on....) Providing reliable electric service?

Q26. Tree Trimming to Reduce Occurrence of Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 4.8%	-	-	2 33.3%	2 4.8%
8	5 11.9%	4 13.3%	1 16.7%	-	5 11.9%
9	8 19.0%	4 13.3%	2 33.3%	2 33.3%	8 19.0%
10 Excellent	27 64.3%	22 73.3%	3 50.0%	2 33.3%	27 64.3%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	30 100.0%	6 100.0%	6 100.0%	42 100.0%
CHI-SQUARE SIGNIFICANCE	<-----16.147-----> .013*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q30. Receive a Bill at this Location				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2	2	-	2
8	4.8%	5.9%	-	4.9%
9	5	4	1	5
10 Excellent	11.9%	11.8%	14.3%	12.2%
	8	7	1	8
	19.0%	20.6%	14.3%	19.5%
	27	21	5	26
	64.3%	61.8%	71.4%	63.4%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42	34	7	41
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----.646-----> .8859*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q31. Respondent Handles this Bill				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2	2	-	2
8	4.8%	6.5%	-	5.9%
9	5	4	-	4
	11.9%	12.9%	-	11.8%
10 Excellent	8	7	-	7
	19.0%	22.6%	-	20.6%
	27	18	3	21
	64.3%	58.1%	100.0%	61.8%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42	31	3	34
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.037-----> .5648*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q38. Number of Employees						
	Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	2	2	-	-	-	2
	4.8%	7.7%				5.1%
8	5	4	-	1	-	5
	11.9%	15.4%		33.3%		12.8%
9	8	5	3	-	-	8
	19.0%	19.2%	30.0%			20.5%
10 Excellent	27	15	7	2	-	24
	64.3%	57.7%	70.0%	66.7%		61.5%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	42	26	10	3	-	39
	100.0%	100.0%	100.0%	100.0%		100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.667----->					
	.5872*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q39.Years Conducting Business in Current Location							
Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 4.8%	-	-	-	1 16.7%	1 5.9%	2 4.9%
8	5 11.9%	-	1 16.7%	1 16.7%	1 16.7%	2 11.8%	5 12.2%
9	8 19.0%	2 33.3%	-	1 16.7%	2 33.3%	3 17.6%	8 19.5%
10 Excellent	27 64.3%	4 66.7%	5 83.3%	4 66.7%	2 33.3%	11 64.7%	26 63.4%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	6 100.0%	6 100.0%	6 100.0%	6 100.0%	17 100.0%	41 100.0%
CHI-SQUARE SIGNIFICANCE	<-----7.309-----> .8366*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2	1	1	2
	4.8%	4.5%	5.0%	4.8%
8	5	3	2	5
	11.9%	13.6%	10.0%	11.9%
9	8	2	6	8
	19.0%	9.1%	30.0%	19.0%
10 Excellent	27	16	11	27
	64.3%	72.7%	55.0%	64.3%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42	22	20	42
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.038-----> .3859*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

		Q6. Number of Power Interruptions Lasting Less than One Minute						Cross Tab Total
		Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	
		(A)	(B)	(C)	(D)	(E)	(F)	
0 Poor		2	-	-	1	-	-	1
		5.3%	-	-	14.3%	-	-	3.3%
1		-	-	-	-	-	-	-
2		-	-	-	-	-	-	-
3		1	-	-	-	-	-	-
		2.6%	-	-	-	-	-	-
4		2	-	-	-	1	-	1
		5.3%	-	-	-	100.0%	-	3.3%
5		4	1	3	-	-	-	4
		10.5%	8.3%	30.0%	-	-	-	13.3%
6		-	-	-	-	-	-	-
7		4	-	1	1	-	-	2
		10.5%	-	10.0%	14.3%	-	-	6.7%
8		5	2	3	-	-	-	5
		13.2%	16.7%	30.0%	-	-	-	16.7%
9		9	5	1	2	-	-	8
		23.7%	41.7%	10.0%	28.6%	-	-	26.7%
10 Excellent		11	4	2	3	-	-	9
		28.9%	33.3%	20.0%	42.9%	-	-	30.0%
TOTAL NON-RESPONSES		4	1	1	2	-	-	4
		10.5%	8.3%	10.0%	28.6%	-	-	13.3%
TOTAL ANSWERING		38	12	10	7	1	-	30
		100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE		<-----43.097----->						
		.0008*						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

		Q8. Number of Power Outages Lasting More than One Minute							
		Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor		2	-	-	1	-	-	-	1
		5.3%			25.0%				3.3%
1		-	-	-	-	-	-	-	-
2		-	-	-	-	-	-	-	-
3		1	-	-	-	-	-	-	-
		2.6%							
4		2	-	1	1	-	-	-	2
		5.3%		6.2%	25.0%				6.7%
5		4	1	3	-	-	-	-	4
		10.5%	12.5%	18.8%					13.3%
6		-	-	-	-	-	-	-	-
7		4	1	1	-	-	-	-	2
		10.5%	12.5%	6.2%					6.7%
8		5	1	4	-	-	-	-	5
		13.2%	12.5%	25.0%					16.7%
9		9	2	2	2	1	-	-	7
		23.7%	25.0%	12.5%	50.0%	100.0%			23.3%
10 Excellent		11	3	5	-	-	-	1	9
		28.9%	37.5%	31.2%				100.0%	30.0%
TOTAL NON-RESPONSES		4	1	-	3	-	-	-	4
		10.5%	12.5%		75.0%				13.3%
TOTAL ANSWERING		38	8	16	4	1	-	1	30
		100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%
CHI-SQUARE SIGNIFICANCE		<-----20.984----->							
		.6397*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

Q9. Last Time an Outage Lasted More than One Minute								
	Frequency	4Q 2019	3Q 2019	2Q 2019	1Q 2019	4Q 2018	Prior to 4Q 2018	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	2	-	-	-	-	-	-	-
	5.3%							
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	1	-	-	-	-	-	-	-
	2.6%							
4	2	-	-	-	-	-	-	-
	5.3%							
5	4	-	1	-	-	-	-	1
	10.5%		16.7%					8.3%
6	-	-	-	-	-	-	-	-
7	4	-	1	-	-	-	-	1
	10.5%		16.7%					8.3%
8	5	-	2	2	-	-	-	4
	13.2%		33.3%	33.3%				33.3%
9	9	-	1	2	-	-	-	3
	23.7%		16.7%	33.3%				25.0%
10 Excellent	11	-	1	2	-	-	-	3
	28.9%		16.7%	33.3%				25.0%
TOTAL NON-RESPONSES	4	-	2	1	-	-	-	3
	10.5%		33.3%	16.7%				25.0%
TOTAL ANSWERING	38	-	6	6	-	-	-	12
	100.0%		100.0%	100.0%				100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.667-----> .6151*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

		Q10. Length (in hours) of Last Outage.					Cross Tab Total
Frequency		less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	
(A)		(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	2	1	-	-	-	-	1
	5.3%	7.1%	-	-	-	-	5.0%
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	1	-	-	-	-	-	-
	2.6%	-	-	-	-	-	-
4	2	1	1	-	-	-	2
	5.3%	7.1%	16.7%	-	-	-	10.0%
5	4	1	1	-	-	-	2
	10.5%	7.1%	16.7%	-	-	-	10.0%
6	-	-	-	-	-	-	-
7	4	1	1	-	-	-	2
	10.5%	7.1%	16.7%	-	-	-	10.0%
8	5	3	1	-	-	-	4
	13.2%	21.4%	16.7%	-	-	-	20.0%
9	9	3	1	-	-	-	4
	23.7%	21.4%	16.7%	-	-	-	20.0%
10 Excellent	11	4	1	-	-	-	5
	28.9%	28.6%	16.7%	-	-	-	25.0%
TOTAL NON-RESPONSES		4	2	1	-	-	3
	10.5%	14.3%	16.7%	-	-	-	15.0%
TOTAL ANSWERING		38	14	6	-	-	20
	100.0%	100.0%	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE		<-----1.905-----> .9282*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

Q11. Length (in hours) of Shortest OutageLasting More than One Minute.						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	2	1	-	-	-	1
	5.3%	11.1%				11.1%
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	1	-	-	-	-	-
	2.6%					
4	2	1	-	-	-	1
	5.3%	11.1%				11.1%
5	4	-	-	-	-	-
	10.5%					
6	-	-	-	-	-	-
7	4	1	-	-	-	1
	10.5%	11.1%				11.1%
8	5	1	-	-	-	1
	13.2%	11.1%				11.1%
9	9	3	-	-	-	3
	23.7%	33.3%				33.3%
10 Excellent	11	2	-	-	-	2
	28.9%	22.2%				22.2%
TOTAL NON-RESPONSES	4	3	-	-	-	3
	10.5%	33.3%				33.3%
TOTAL ANSWERING	38	9	-	-	-	9
	100.0%	100.0%				100.0%
CHI-SQUARE SIGNIFICANCE	<-----0-----> 1*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

		Q12. Length (in hours) of Longest Outage Lasting More than One Minute						
		Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)
0	Poor	2	1	-	-	-	-	1
		5.3%	16.7%					7.7%
1		-	-	-	-	-	-	-
2		-	-	-	-	-	-	-
3		1	-	-	-	-	-	-
		2.6%						
4		2	-	-	1	-	-	1
		5.3%			50.0%			7.7%
5		4	-	-	-	-	-	-
		10.5%						
6		-	-	-	-	-	-	-
7		4	1	1	-	-	-	2
		10.5%	16.7%	20.0%				15.4%
8		5	1	1	-	-	-	2
		13.2%	16.7%	20.0%				15.4%
9		9	1	2	-	-	-	3
		23.7%	16.7%	40.0%				23.1%
10	Excellent	11	2	1	1	-	-	4
		28.9%	33.3%	20.0%	50.0%			30.8%
<hr/>								
TOTAL NON-RESPONSES		4	-	1	-	-	-	1
		10.5%		20.0%				7.7%
TOTAL ANSWERING		38	6	5	2	-	-	13
		100.0%	100.0%	100.0%	100.0%			100.0%
CHI-SQUARE SIGNIFICANCE		<-----9.064-----> .5261*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

Q13. Damage due to Electrical Outage/Problem				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	2 5.3%	2 66.7%	-	2 5.4%
1	-	-	-	-
2	-	-	-	-
3	1 2.6%	-	1 2.9%	1 2.7%
4	2 5.3%	-	2 5.9%	2 5.4%
5	4 10.5%	-	4 11.8%	4 10.8%
6	-	-	-	-
7	4 10.5%	-	4 11.8%	4 10.8%
8	5 13.2%	-	5 14.7%	5 13.5%
9	9 23.7%	1 33.3%	7 20.6%	8 21.6%
10 Excellent	11 28.9%	-	11 32.4%	11 29.7%
TOTAL NON-RESPONSES	4 10.5%	1 33.3%	3 8.8%	4 10.8%
TOTAL ANSWERING	38 100.0%	3 100.0%	34 100.0%	37 100.0%
CHI-SQUARE SIGNIFICANCE	<-----25.256-----> .0007*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

		Q14. Loss or Damage Type					Cross Tab Total
Frequency		Loss of Perishables	Loss of Equip	Business Interrupted	Personal Injury	Other	
(A)		(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	2	-	1	-	-	-	1
	5.3%		50.0%				50.0%
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	1	-	-	-	-	-	-
	2.6%						
4	2	-	-	-	-	-	-
	5.3%						
5	4	-	-	-	-	-	-
	10.5%						
6	-	-	-	-	-	-	-
7	4	-	-	-	-	-	-
	10.5%						
8	5	-	-	-	-	-	-
	13.2%						
9	9	-	1	-	-	-	1
	23.7%		50.0%				50.0%
10 Excellent	11	-	-	-	-	-	-
	28.9%						
TOTAL NON-RESPONSES		4	1	-	-	-	1
	10.5%		50.0%				50.0%
TOTAL ANSWERING		38	2	-	-	-	2
	100.0%		100.0%				100.0%
CHI-SQUARE SIGNIFICANCE		<-----.0----->					1*

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

Q18. Have Tried to Reach by Phone				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	2	2	-	2
	5.3%	9.5%		5.3%
1	-	-	-	-
2	-	-	-	-
3	1	1	-	1
	2.6%	4.8%		2.6%
4	2	-	2	2
	5.3%		11.8%	5.3%
5	4	-	4	4
	10.5%		23.5%	10.5%
6	-	-	-	-
7	4	1	3	4
	10.5%	4.8%	17.6%	10.5%
8	5	4	1	5
	13.2%	19.0%	5.9%	13.2%
9	9	7	2	9
	23.7%	33.3%	11.8%	23.7%
10 Excellent	11	6	5	11
	28.9%	28.6%	29.4%	28.9%
TOTAL NON-RESPONSES	4	3	1	4
	10.5%	14.3%	5.9%	10.5%
TOTAL ANSWERING	38	21	17	38
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----14.407-----> .0444*			

Comparison Groups: BC

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

		Q19. Reason for most Recent Call						
		Frequency	To report a problem	Transfer service	Payment arrangement	To get info	(Other)	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)
0	Poor	2	1	-	1	-	-	2
		5.3%	10.0%	-	20.0%	-	-	9.5%
1		-	-	-	-	-	-	-
2		-	-	-	-	-	-	-
3		1	-	1	-	-	-	1
		2.6%	-	33.3%	-	-	-	4.8%
4		2	-	-	-	-	-	-
		5.3%	-	-	-	-	-	-
5		4	-	-	-	-	-	-
		10.5%	-	-	-	-	-	-
6		-	-	-	-	-	-	-
7		4	1	-	-	-	-	1
		10.5%	10.0%	-	-	-	-	4.8%
8		5	2	2	-	-	-	4
		13.2%	20.0%	66.7%	-	-	-	19.0%
9		9	2	-	3	1	1	7
		23.7%	20.0%	-	60.0%	100.0%	50.0%	33.3%
10	Excellent	11	4	-	1	-	1	6
		28.9%	40.0%	-	20.0%	-	50.0%	28.6%
TOTAL NON-RESPONSES		4	2	-	1	-	-	3
		10.5%	20.0%	-	20.0%	-	-	14.3%
TOTAL ANSWERING		38	10	3	5	1	2	21
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE		<-----19.5-----> .4896*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

Q20. Call Completed using					
	Frequency	Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	2	-	1	1	2
	5.3%	-	9.1%	12.5%	10.0%
1	-	-	-	-	-
2	-	-	-	-	-
3	1	-	1	-	1
	2.6%	-	9.1%	-	5.0%
4	2	-	-	-	-
	5.3%	-	-	-	-
5	4	-	-	-	-
	10.5%	-	-	-	-
6	-	-	-	-	-
7	4	1	-	-	1
	10.5%	100.0%	-	-	5.0%
8	5	-	2	2	4
	13.2%	-	18.2%	25.0%	20.0%
9	9	-	5	2	7
	23.7%	-	45.5%	25.0%	35.0%
10 Excellent	11	-	2	3	5
	28.9%	-	18.2%	37.5%	25.0%
TOTAL NON-RESPONSES	4	1	1	1	3
	10.5%	100.0%	9.1%	12.5%	15.0%
TOTAL ANSWERING	38	1	11	8	20
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----22.172-----> .0143*				

Comparison Groups: BCD

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

Q22. Aware of Toll-Free Number to Report Power Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	2	1	-	1	2
1	5.3%	6.7%	-	9.1%	5.6%
2	-	-	-	-	-
3	1	-	-	1	1
4	2.6%	-	2	9.1%	2.8%
5	2	-	20.0%	-	2
6	5.3%	-	3	1	5.6%
7	4	-	30.0%	9.1%	4
8	10.5%	-	-	-	11.1%
9	4	-	1	3	4
10 Excellent	10.5%	-	10.0%	27.3%	11.1%
	5	2	1	1	4
	13.2%	13.3%	10.0%	9.1%	11.1%
	9	4	1	3	8
	23.7%	26.7%	10.0%	27.3%	22.2%
	11	8	2	1	11
	28.9%	53.3%	20.0%	9.1%	30.6%
TOTAL NON-RESPONSES	4	-	1	2	3
	10.5%	-	10.0%	18.2%	8.3%
TOTAL ANSWERING	38	15	10	11	36
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----23.111-----> .0585*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

Q23. 24/7 Availability by Phone in Event of Power Outage					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	2	-	1	1	2
	5.3%	-	11.1%	16.7%	5.3%
1	-	-	-	-	-
2	-	-	-	-	-
3	1	-	-	1	1
	2.6%	-	-	16.7%	2.6%
4	2	2	-	-	2
	5.3%	8.7%	-	-	5.3%
5	4	1	2	1	4
	10.5%	4.3%	22.2%	16.7%	10.5%
6	-	-	-	-	-
7	4	4	-	-	4
	10.5%	17.4%	-	-	10.5%
8	5	5	-	-	5
	13.2%	21.7%	-	-	13.2%
9	9	4	3	2	9
	23.7%	17.4%	33.3%	33.3%	23.7%
10 Excellent	11	7	3	1	11
	28.9%	30.4%	33.3%	16.7%	28.9%
TOTAL NON-RESPONSES	4	2	1	1	4
	10.5%	8.7%	11.1%	16.7%	10.5%
TOTAL ANSWERING	38	23	9	6	38
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----19.368-----> .1514*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

Q24. Aware of Reports about Extended Outages to the Media					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	2	-	1	1	2
1	5.3%	-	9.1%	9.1%	5.4%
2	-	-	-	-	-
3	1	-	-	1	1
4	2.6%	-	-	9.1%	2.7%
5	2	1	-	1	2
6	5.3%	6.7%	-	9.1%	5.4%
7	4	-	3	1	4
8	10.5%	-	27.3%	9.1%	10.8%
9	-	-	-	-	-
10 Excellent	4	2	1	1	4
	10.5%	13.3%	9.1%	9.1%	10.8%
	5	3	1	1	5
	13.2%	20.0%	9.1%	9.1%	13.5%
	9	2	3	4	9
	23.7%	13.3%	27.3%	36.4%	24.3%
	11	7	2	1	10
	28.9%	46.7%	18.2%	9.1%	27.0%
TOTAL NON-RESPONSES	4	2	1	1	4
	10.5%	13.3%	9.1%	9.1%	10.8%
TOTAL ANSWERING	38	15	11	11	37
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----15.194-----> .365*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

Q25. Aware of Different Bill Payment Options are Offered					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	2	-	-	2	2
	5.3%	-	-	18.2%	5.3%
1	-	-	-	-	-
2	-	-	-	-	-
3	1	-	-	1	1
	2.6%	-	-	9.1%	2.6%
4	2	1	1	-	2
	5.3%	4.3%	25.0%	-	5.3%
5	4	3	-	1	4
	10.5%	13.0%	-	9.1%	10.5%
6	-	-	-	-	-
7	4	2	1	1	4
	10.5%	8.7%	25.0%	9.1%	10.5%
8	5	5	-	-	5
	13.2%	21.7%	-	-	13.2%
9	9	6	1	2	9
	23.7%	26.1%	25.0%	18.2%	23.7%
10 Excellent	11	6	1	4	11
	28.9%	26.1%	25.0%	36.4%	28.9%
TOTAL NON-RESPONSES	4	1	1	2	4
	10.5%	4.3%	25.0%	18.2%	10.5%
TOTAL ANSWERING	38	23	4	11	38
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----16.168-----> .3032*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

Q26. Tree Trimming to Reduce Occurrence of Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	2	-	1	1	2
1	5.3%	-	16.7%	20.0%	5.3%
2	-	-	-	-	-
3	1	1	-	-	1
4	2.6%	3.7%	-	-	2.6%
5	2	1	-	1	2
6	5.3%	3.7%	-	20.0%	5.3%
7	4	2	2	-	4
8	10.5%	7.4%	33.3%	-	10.5%
9	-	-	-	-	-
10 Excellent	4	3	-	1	4
	10.5%	11.1%	-	20.0%	10.5%
	5	4	1	-	5
	13.2%	14.8%	16.7%	-	13.2%
	9	5	2	2	9
	23.7%	18.5%	33.3%	40.0%	23.7%
	11	11	-	-	11
	28.9%	40.7%	-	-	28.9%
TOTAL NON-RESPONSES	4	3	-	1	4
	10.5%	11.1%	-	20.0%	10.5%
TOTAL ANSWERING	38	27	6	5	38
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----19.039-----> .1635*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

Q30. Receive a Bill at this Location				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	2	2	-	2
	5.3%	6.2%	-	5.3%
1	-	-	-	-
2	-	-	-	-
3	1	1	-	1
	2.6%	3.1%	-	2.6%
4	2	1	1	2
	5.3%	3.1%	16.7%	5.3%
5	4	3	1	4
	10.5%	9.4%	16.7%	10.5%
6	-	-	-	-
7	4	3	1	4
	10.5%	9.4%	16.7%	10.5%
8	5	5	-	5
	13.2%	15.6%	-	13.2%
9	9	7	2	9
	23.7%	21.9%	33.3%	23.7%
10 Excellent	11	10	1	11
	28.9%	31.2%	16.7%	28.9%
TOTAL NON-RESPONSES	4	2	1	3
	10.5%	6.2%	16.7%	7.9%
TOTAL ANSWERING	38	32	6	38
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.422-----> .7301*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

Q31. Respondent Handles this Bill				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	2	2	-	2
	5.3%	6.9%		6.2%
1	-	-	-	-
2	-	-	-	-
3	1	1	-	1
	2.6%	3.4%		3.1%
4	2	1	-	1
	5.3%	3.4%		3.1%
5	4	3	-	3
	10.5%	10.3%		9.4%
6	-	-	-	-
7	4	3	-	3
	10.5%	10.3%		9.4%
8	5	4	1	5
	13.2%	13.8%	33.3%	15.6%
9	9	7	-	7
	23.7%	24.1%		21.9%
10 Excellent	11	8	2	10
	28.9%	27.6%	66.7%	31.2%
TOTAL NON-RESPONSES	4	2	-	2
	10.5%	6.9%		6.2%
TOTAL ANSWERING	38	29	3	32
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.752-----> .8079*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln> does on....) Keeping your electric rates reasonable?

Q38. Number of Employees						
	Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	2	2	-	-	-	2
	5.3%	8.0%				5.6%
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	1	1	-	-	-	1
	2.6%	4.0%				2.8%
4	2	2	-	-	-	2
	5.3%	8.0%				5.6%
5	4	3	1	-	-	4
	10.5%	12.0%	10.0%			11.1%
6	-	-	-	-	-	-
7	4	2	1	-	-	3
	10.5%	8.0%	10.0%			8.3%
8	5	4	1	-	-	5
	13.2%	16.0%	10.0%			13.9%
9	9	5	3	1	-	9
	23.7%	20.0%	30.0%	100.0%		25.0%
10 Excellent	11	6	4	-	-	10
	28.9%	24.0%	40.0%			27.8%
TOTAL NON-RESPONSES	4	1	-	2	-	3
	10.5%	4.0%		200.0%		8.3%
TOTAL ANSWERING	38	25	10	1	-	36
	100.0%	100.0%	100.0%	100.0%		100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.332----->					
	.9574*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

Q39.Years Conducting Business in Current Location							
Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	
0 Poor	2	-	-	-	-	2	2
	5.3%	-	-	-	-	12.5%	5.4%
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	1	-	1	-	-	-	1
	2.6%	-	25.0%	-	-	-	2.7%
4	2	-	-	1	1	2	2
	5.3%	-	-	16.7%	6.2%	5.4%	5.4%
5	4	-	-	1	2	4	4
	10.5%	-	-	20.0%	12.5%	10.8%	10.8%
6	-	-	-	-	-	-	-
7	4	1	-	1	1	-	3
	10.5%	16.7%	-	20.0%	16.7%	-	8.1%
8	5	1	1	1	-	2	5
	13.2%	16.7%	25.0%	20.0%	-	12.5%	13.5%
9	9	2	-	-	2	5	9
	23.7%	33.3%	-	-	33.3%	31.2%	24.3%
10 Excellent	11	2	2	2	1	4	11
	28.9%	33.3%	50.0%	40.0%	16.7%	25.0%	29.7%
TOTAL NON-RESPONSES	4	-	2	1	-	1	4
	10.5%	-	50.0%	20.0%	-	6.2%	10.8%
TOTAL ANSWERING	38	6	4	5	6	16	37
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----23.936-----> .6849*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	2	2	-	2
	5.3%	10.5%	-	5.3%
1	-	-	-	-
2	-	-	-	-
3	1	1	-	1
	2.6%	5.3%	-	2.6%
4	2	1	1	2
	5.3%	5.3%	5.3%	5.3%
5	4	1	3	4
	10.5%	5.3%	15.8%	10.5%
6	-	-	-	-
7	4	-	4	4
	10.5%	-	21.1%	10.5%
8	5	3	2	5
	13.2%	15.8%	10.5%	13.2%
9	9	4	5	9
	23.7%	21.1%	26.3%	23.7%
10 Excellent	11	7	4	11
	28.9%	36.8%	21.1%	28.9%
TOTAL NON-RESPONSES	4	3	1	4
	10.5%	15.8%	5.3%	10.5%
TOTAL ANSWERING	38	19	19	38
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----9.129-----> .2435*			

Comparison Groups: BC

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q6. Number of Power Interruptions Lasting Less than One Minute								
	Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	1	-	-	1	-	-	-	1
	2.4%			11.1%				2.9%
8	6	-	3	1	-	-	-	4
	14.3%		27.3%	11.1%				11.8%
9	10	3	2	2	1	-	-	8
	23.8%	23.1%	18.2%	22.2%	100.0%			23.5%
10 Excellent	25	10	6	5	-	-	-	21
	59.5%	76.9%	54.5%	55.6%				61.8%
<hr/>								
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	42	13	11	9	1	-	-	34
	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%
CHI-SQUARE SIGNIFICANCE	<-----10.554-----> .3075*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q8. Number of Power Outages Lasting More than One Minute								
	Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	1 2.4%	-	-	1 14.3%	-	-	-	1 2.9%
8	6 14.3%	1 11.1%	3 18.8%	-	1 100.0%	-	-	5 14.7%
9	10 23.8%	3 33.3%	2 12.5%	3 42.9%	-	-	-	8 23.5%
10 Excellent	25 59.5%	5 55.6%	11 68.8%	3 42.9%	-	-	1 100.0%	20 58.8%
<hr/>								
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	9 100.0%	16 100.0%	7 100.0%	1 100.0%	-	1 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----14.479-----> .2712*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q9. Last Time an Outage Lasted More than One Minute								
	Frequency	4Q 2019	3Q 2019	2Q 2019	1Q 2019	4Q 2018	Prior to 4Q 2018	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	1	-	-	1	-	-	-	1
	2.4%			14.3%				6.7%
8	6	-	1	-	-	-	-	1
	14.3%		12.5%					6.7%
9	10	-	3	1	-	-	-	4
	23.8%		37.5%	14.3%				26.7%
10 Excellent	25	-	4	5	-	-	-	9
	59.5%		50.0%	71.4%				60.0%
<hr/>								
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	42	-	8	7	-	-	-	15
	100.0%		100.0%	100.0%				100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.058-----> .3828*							

Comparison Groups: BCDEFG

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

		Q10. Length (in hours) of Last Outage.					Cross Tab Total
Frequency		less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	
(A)		(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 2.4%	1 6.2%	-	-	-	-	1 4.3%
8	6 14.3%	2 12.5%	1 14.3%	-	-	-	3 13.0%
9	10 23.8%	3 18.8%	2 28.6%	-	-	-	5 21.7%
10 Excellent	25 59.5%	10 62.5%	4 57.1%	-	-	-	14 60.9%
TOTAL NON-RESPONSES		-	-	-	-	-	-
TOTAL ANSWERING		42 100.0%	16 100.0%	7 100.0%	-	-	23 100.0%
CHI-SQUARE SIGNIFICANCE		<-----.688-----> .8759*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q11. Length (in hours) of Shortest OutageLasting More than One Minute.						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	1 2.4%	1 8.3%	-	-	-	1 8.3%
8	6 14.3%	2 16.7%	-	-	-	2 16.7%
9	10 23.8%	3 25.0%	-	-	-	3 25.0%
10 Excellent	25 59.5%	6 50.0%	-	-	-	6 50.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	12 100.0%	-	-	-	12 100.0%
CHI-SQUARE SIGNIFICANCE	<-----.0-----> 1*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q12. Length (in hours) of Longest Outage Lasting More than One Minute						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	1	-	-	-	-	-
8	2.4%	1	-	1	-	2
9	14.3%	16.7%	50.0%	-	-	14.3%
10 Excellent	10	1	2	-	-	3
	23.8%	16.7%	33.3%	-	-	21.4%
	25	4	4	1	-	9
	59.5%	66.7%	66.7%	50.0%	-	64.3%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	42	6	6	2	-	14
	100.0%	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.63-----> .4584*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q13. Damage due to Electrical Outage/Problem				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	1 2.4%	-	1 2.7%	1 2.4%
8	6 14.3%	1 25.0%	5 13.5%	6 14.6%
9	10 23.8%	1 25.0%	9 24.3%	10 24.4%
10 Excellent	25 59.5%	2 50.0%	22 59.5%	24 58.5%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42 100.0%	4 100.0%	37 100.0%	41 100.0%
CHI-SQUARE SIGNIFICANCE	<-----.489-----> .9212*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q14. Loss or Damage Type						
Frequency	Loss of Perishables	Loss of Equip	Business Interrupted	Personal Injury	other	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	1 2.4%	-	-	-	-	-
8	6 14.3%	-	-	-	-	-
9	10 23.8%	-	1 33.3%	-	-	1 33.3%
10 Excellent	25 59.5%	-	2 66.7%	-	-	2 66.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	-	3 100.0%	-	-	3 100.0%
CHI-SQUARE SIGNIFICANCE	<-----.0-----> 1*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q18. Have Tried to Reach by Phone				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	1 2.4%	1 4.2%	-	1 2.4%
8	6 14.3%	3 12.5%	3 16.7%	6 14.3%
9	10 23.8%	4 16.7%	6 33.3%	10 23.8%
10 Excellent	25 59.5%	16 66.7%	9 50.0%	25 59.5%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42 100.0%	24 100.0%	18 100.0%	42 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.555-----> .4654*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

	Q19. Reason for most Recent Call						Cross Tab Total
	Frequency	To report a problem	Transfer service	Payment arrangement	To get info	(Other)	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 2.4%	1 8.3%	-	-	-	-	1 4.2%
8	6 14.3%	-	1 33.3%	1 16.7%	1 100.0%	-	3 12.5%
9	10 23.8%	2 16.7%	1 33.3%	1 16.7%	-	-	4 16.7%
10 Excellent	25 59.5%	9 75.0%	1 33.3%	4 66.7%	-	2 100.0%	16 66.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	12 100.0%	3 100.0%	6 100.0%	1 100.0%	2 100.0%	24 100.0%
CHI-SQUARE SIGNIFICANCE	<-----12.625-----> .3969*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q20. Call Completed using					
	Frequency	Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1 2.4%	1 50.0%	-	-	1 4.3%
8	6 14.3%	-	2 16.7%	1 11.1%	3 13.0%
9	10 23.8%	-	4 33.3%	-	4 17.4%
10 Excellent	25 59.5%	1 50.0%	6 50.0%	8 88.9%	15 65.2%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	2 100.0%	12 100.0%	9 100.0%	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----15.844-----> .0146*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q22. Aware of Toll-Free Number to Report Power Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1	-	-	-	-
	2.4%				
8	6	1	3	1	5
	14.3%	6.7%	27.3%	7.7%	12.8%
9	10	2	3	4	9
	23.8%	13.3%	27.3%	30.8%	23.1%
10 Excellent	25	12	5	8	25
	59.5%	80.0%	45.5%	61.5%	64.1%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42	15	11	13	39
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.738-----> .3153*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q23. 24/7 Availability by Phone in Event of Power Outage					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1	1	-	-	1
8	2.4%	4.0%	-	-	2.4%
9	6	4	-	2	6
10 Excellent	14.3%	16.0%	40.0%	28.6%	14.3%
	10	4	4	2	10
	23.8%	16.0%	60.0%	42.9%	23.8%
	25	16	6	3	25
	59.5%	64.0%	60.0%	42.9%	59.5%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42	25	10	7	42
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.379-----> .4962*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q24. Aware of Reports about Extended Outages to the Media					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1	-	1	-	1
8	2.4%	-	8.3%	-	2.4%
9	6	2	2	2	6
10 Excellent	14.3%	11.8%	16.7%	16.7%	14.6%
	10	2	4	4	10
	23.8%	11.8%	33.3%	33.3%	24.4%
	25	13	5	6	24
	59.5%	76.5%	41.7%	50.0%	58.5%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42	17	12	12	41
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.145----->				
	.4071*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q25. Aware of Different Bill Payment Options are Offered					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1	-	-	1	1
	2.4%			7.7%	2.4%
8	6	4	1	1	6
	14.3%	16.7%	20.0%	7.7%	14.3%
9	10	6	1	3	10
	23.8%	25.0%	20.0%	23.1%	23.8%
10 Excellent	25	14	3	8	25
	59.5%	58.3%	60.0%	61.5%	59.5%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42	24	5	13	42
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.898-----> .8215*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q26. Tree Trimming to Reduce Occurrence of Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1	1	-	-	1
	2.4%	3.3%			2.4%
8	6	5	-	1	6
	14.3%	16.7%		16.7%	14.3%
9	10	5	3	2	10
	23.8%	16.7%	50.0%	33.3%	23.8%
10 Excellent	25	19	3	3	25
	59.5%	63.3%	50.0%	50.0%	59.5%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42	30	6	6	42
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.256-----> .6421*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q30. Receive a Bill at this Location				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	1 2.4%	1 2.9%	-	1 2.4%
8	6 14.3%	4 11.8%	2 28.6%	6 14.6%
9	10 23.8%	9 26.5%	1 14.3%	10 24.4%
10 Excellent	25 59.5%	20 58.8%	4 57.1%	24 58.5%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42 100.0%	34 100.0%	7 100.0%	41 100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.682-----> .6408*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q31. Respondent Handles this Bill				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	1 2.4%	1 3.2%	-	1 2.9%
8	6 14.3%	4 12.9%	-	4 11.8%
9	10 23.8%	9 29.0%	-	9 26.5%
10 Excellent	25 59.5%	17 54.8%	3 100.0%	20 58.8%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42 100.0%	31 100.0%	3 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.303-----> .5119*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q38. Number of Employees						
	Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	1	-	-	1	-	1
	2.4%			33.3%		2.6%
8	6	4	2	-	-	6
	14.3%	15.4%	20.0%			15.4%
9	10	6	3	1	-	10
	23.8%	23.1%	30.0%	33.3%		25.6%
10 Excellent	25	16	5	1	-	22
	59.5%	61.5%	50.0%	33.3%		56.4%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	42	26	10	3	-	39
	100.0%	100.0%	100.0%	100.0%		100.0%
CHI-SQUARE SIGNIFICANCE	<-----13.287-----> .0387*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 2.4%	-	-	-	-	1 5.9%	1 2.4%
8	6 14.3%	1 16.7%	-	-	2 33.3%	3 17.6%	6 14.6%
9	10 23.8%	2 33.3%	1 16.7%	1 16.7%	1 16.7%	5 29.4%	10 24.4%
10 Excellent	25 59.5%	3 50.0%	5 83.3%	5 83.3%	3 50.0%	8 47.1%	24 58.5%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	6 100.0%	6 100.0%	6 100.0%	6 100.0%	17 100.0%	41 100.0%
CHI-SQUARE SIGNIFICANCE	<-----7.329-----> .8351*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	1 2.4%	-	1 5.0%	1 2.4%
8	6 14.3%	5 22.7%	1 5.0%	6 14.3%
9	10 23.8%	2 9.1%	8 40.0%	10 23.8%
10 Excellent	25 59.5%	15 68.2%	10 50.0%	25 59.5%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42 100.0%	22 100.0%	20 100.0%	42 100.0%
CHI-SQUARE SIGNIFICANCE	<-----8.19-----> .0422*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln> does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q6. Number of Power Interruptions Lasting Less than One Minute								
	Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	1	-	-	1	-	-	-	1
6	2.9%	-	-	11.1%	-	-	-	3.4%
7	4	-	1	-	1	-	-	2
8	11.4%	-	10.0%	-	100.0%	-	-	6.9%
9	3	-	-	3	-	-	-	3
10 Excellent	8.6%	-	-	33.3%	-	-	-	10.3%
	10	4	2	2	-	-	-	8
	28.6%	44.4%	20.0%	22.2%	-	-	-	27.6%
	17	5	7	3	-	-	-	15
	48.6%	55.6%	70.0%	33.3%	-	-	-	51.7%
<hr/>								
TOTAL NON-RESPONSES	7	4	1	-	-	-	-	5
	20.0%	44.4%	10.0%	-	-	-	-	17.2%
TOTAL ANSWERING	35	9	10	9	1	-	-	29
	100.0%	100.0%	100.0%	100.0%	100.0%	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----26.121-----> .0103*							

Comparison Groups: BCDEFG

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q8. Number of Power Outages Lasting More than One Minute								
	Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	1	-	-	1	-	-	-	1
6	2.9%	-	-	14.3%	-	-	-	3.3%
7	-	-	-	-	-	-	-	-
8	4	-	1	2	-	-	-	3
9	11.4%	-	7.1%	28.6%	-	-	-	10.0%
10 Excellent	3	-	-	2	1	-	-	3
	8.6%	-	-	28.6%	100.0%	-	-	10.0%
	10	4	2	2	-	-	-	8
	28.6%	57.1%	14.3%	28.6%	-	-	-	26.7%
	17	3	11	-	-	-	1	15
	48.6%	42.9%	78.6%	-	-	-	100.0%	50.0%
<hr/>								
TOTAL NON-RESPONSES	7	2	2	-	-	-	-	4
	20.0%	28.6%	14.3%	-	-	-	-	13.3%
TOTAL ANSWERING	35	7	14	7	1	-	1	30
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----30.071-----> .0176*							

Comparison Groups: BCDEFG

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln> does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q9. Last Time an Outage Lasted More than One Minute								
	Frequency	4Q 2019	3Q 2019	2Q 2019	1Q 2019	4Q 2018	Prior to 4Q 2018	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	1	-	1	-	-	-	-	1
6	2.9%	-	14.3%	-	-	-	-	7.1%
7	-	-	-	-	-	-	-	-
8	4	-	1	-	-	-	-	1
9	11.4%	-	14.3%	-	-	-	-	7.1%
10 Excellent	3	-	-	1	-	-	-	1
	8.6%	-	-	14.3%	-	-	-	7.1%
	10	-	2	1	-	-	-	3
	28.6%	-	28.6%	14.3%	-	-	-	21.4%
	17	-	3	5	-	-	-	8
	48.6%	-	42.9%	71.4%	-	-	-	57.1%
TOTAL NON-RESPONSES	7	-	1	-	-	-	-	1
	20.0%	-	14.3%	-	-	-	-	7.1%
TOTAL ANSWERING	35	-	7	7	-	-	-	14
	100.0%	-	100.0%	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.833-----> .429*							

Comparison Groups: BCDEFG

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln> does on...) Minimizing the number of power interruptions lasting LESS than one minute?

		Q10. Length (in hours) of Last Outage.					Cross Tab Total
Frequency		less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	
(A)		(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1	1	-	-	-	-	1
6	2.9%	6.2%	-	-	-	-	4.5%
7	4	1	2	-	-	-	3
8	11.4%	6.2%	33.3%	-	-	-	13.6%
9	3	2	-	-	-	-	2
10 Excellent	8.6%	12.5%	-	-	-	-	9.1%
	10	3	2	-	-	-	5
	28.6%	18.8%	33.3%	-	-	-	22.7%
	17	9	2	-	-	-	11
	48.6%	56.2%	33.3%	-	-	-	50.0%
TOTAL NON-RESPONSES	7	-	1	-	-	-	1
	20.0%	-	16.7%	-	-	-	4.5%
TOTAL ANSWERING	35	16	6	-	-	-	22
	100.0%	100.0%	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.339-----> .3621*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln> does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q11. Length (in hours) of Shortest Outage Lasting More than One Minute.						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	1	1	-	-	-	1
6	2.9%	8.3%	-	-	-	8.3%
7	4	2	-	-	-	2
8	11.4%	16.7%	-	-	-	16.7%
9	3	2	-	-	-	2
10 Excellent	8.6%	16.7%	-	-	-	16.7%
	10	3	-	-	-	3
	28.6%	25.0%	-	-	-	25.0%
	17	4	-	-	-	4
	48.6%	33.3%	-	-	-	33.3%
TOTAL NON-RESPONSES	7	-	-	-	-	-
	20.0%	-	-	-	-	-
TOTAL ANSWERING	35	12	-	-	-	12
	100.0%	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----0-----> 1*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln> does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q12. Length (in hours) of Longest Outage Lasting More than One Minute						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	1	-	-	-	-	-
6	2.9%	-	-	-	-	-
7	4	-	1	1	-	2
	11.4%		20.0%	50.0%		15.4%
8	3	1	-	-	-	1
	8.6%	16.7%				7.7%
9	10	1	3	-	-	4
	28.6%	16.7%	60.0%			30.8%
10 Excellent	17	4	1	1	-	6
	48.6%	66.7%	20.0%	50.0%		46.2%
TOTAL NON-RESPONSES	7	-	1	-	-	1
	20.0%		20.0%			7.7%
TOTAL ANSWERING	35	6	5	2	-	13
	100.0%	100.0%	100.0%	100.0%		100.0%
CHI-SQUARE SIGNIFICANCE	<-----7.403-----> .2852*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln> does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q13. Damage due to Electrical Outage/Problem				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1	-	1	1
6	2.9%	-	3.1%	2.9%
7	4	1	3	4
8	11.4%	33.3%	9.4%	11.4%
9	3	1	2	3
10 Excellent	8.6%	33.3%	6.2%	8.6%
	10	1	9	10
	28.6%	33.3%	28.1%	28.6%
	17	-	17	17
	48.6%		53.1%	48.6%
TOTAL NON-RESPONSES	7	1	5	6
	20.0%	33.3%	15.6%	17.1%
TOTAL ANSWERING	35	3	32	35
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.438-----> .2452*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln> does on...) Minimizing the number of power interruptions lasting LESS than one minute?

	Q14. Loss or Damage Type						Cross Tab Total
	Frequency	Loss of Perishables	Loss of Equip	Business Interrupted	Personal Injury	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1	-	-	-	-	-	-
6	2.9%	-	-	-	-	-	-
7	4	-	1	-	-	-	1
8	11.4%	-	33.3%	-	-	-	33.3%
9	3	-	1	-	-	-	1
10 Excellent	8.6%	-	33.3%	-	-	-	33.3%
	10	-	1	-	-	-	1
	28.6%	-	33.3%	-	-	-	33.3%
	17	-	-	-	-	-	-
	48.6%	-	-	-	-	-	-
TOTAL NON-RESPONSES	7	-	-	-	-	-	-
	20.0%	-	-	-	-	-	-
TOTAL ANSWERING	35	-	3	-	-	-	3
	100.0%	-	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----.0----->						1*

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q18. Have Tried to Reach by Phone				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1	-	1	1
6	2.9%	-	6.2%	2.9%
7	4	2	2	4
8	11.4%	10.5%	12.5%	11.4%
9	3	3	-	3
	8.6%	15.8%		8.6%
10 Excellent	10	5	5	10
	28.6%	26.3%	31.2%	28.6%
	17	9	8	17
	48.6%	47.4%	50.0%	48.6%
TOTAL NON-RESPONSES	7	5	2	7
	20.0%	26.3%	12.5%	20.0%
TOTAL ANSWERING	35	19	16	35
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.83-----> .4295*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln> does on...) Minimizing the number of power interruptions lasting LESS than one minute?

	Q19. Reason for most Recent Call						Cross Tab Total
	Frequency	To report a problem	Transfer service	Payment arrangement	To get info	(Other)	
	(A)	(B)	(C)	(D)	(E)	(F)	
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1	-	-	-	-	-	-
6	2.9%	-	-	-	-	-	-
7	4	1	1	-	-	-	2
8	11.4%	9.1%	50.0%	-	-	-	10.5%
9	3	2	-	-	1	-	3
10 Excellent	8.6%	18.2%	-	-	100.0%	-	15.8%
	10	4	-	1	-	-	5
	28.6%	36.4%	-	33.3%	-	-	26.3%
	17	4	1	2	-	2	9
	48.6%	36.4%	50.0%	66.7%	-	100.0%	47.4%
TOTAL NON-RESPONSES	7	1	1	3	-	-	5
	20.0%	9.1%	50.0%	100.0%	-	-	26.3%
TOTAL ANSWERING	35	11	2	3	1	2	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----13.207----->						
	.3542*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln> does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q20. Call Completed using					
	Frequency	Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	-	-	-	-
6	2.9%	-	-	-	-
7	4	-	1	1	2
8	11.4%	3	12.5%	12.5%	11.1%
9	8.6%	50.0%	-	25.0%	16.7%
10 Excellent	10	1	3	1	5
	28.6%	50.0%	37.5%	12.5%	27.8%
	17	-	4	4	8
	48.6%	-	50.0%	50.0%	44.4%
TOTAL NON-RESPONSES	7	-	4	1	5
	20.0%	-	50.0%	12.5%	27.8%
TOTAL ANSWERING	35	2	8	8	18
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.55-----> .4754*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln> does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q22. Aware of Toll-Free Number to Report Power Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	-	-	1	1
6	2.9%	-	-	9.1%	3.1%
7	4	-	2	2	4
8	11.4%	-	28.6%	18.2%	12.5%
9	3	2	-	-	2
10 Excellent	8.6%	14.3%	-	-	6.2%
	10	3	3	3	9
	28.6%	21.4%	42.9%	27.3%	28.1%
	17	9	2	5	16
	48.6%	64.3%	28.6%	45.5%	50.0%
TOTAL NON-RESPONSES	7	1	4	2	7
	20.0%	7.1%	57.1%	18.2%	21.9%
TOTAL ANSWERING	35	14	7	11	32
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----9.987-----> .2659*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q23. 24/7 Availability by Phone in Event of Power Outage					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	-	1	-	1
6	2.9%	-	12.5%	-	2.9%
7	4	3	-	1	4
8	11.4%	13.0%	-	25.0%	11.4%
9	3	2	1	-	3
10 Excellent	8.6%	8.7%	12.5%	-	8.6%
	10	6	3	1	10
	28.6%	26.1%	37.5%	25.0%	28.6%
	17	12	3	2	17
	48.6%	52.2%	37.5%	50.0%	48.6%
TOTAL NON-RESPONSES	7	2	2	3	7
	20.0%	8.7%	25.0%	75.0%	20.0%
TOTAL ANSWERING	35	23	8	4	35
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.03-----> .6439*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q24. Aware of Reports about Extended Outages to the Media					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	1	-	-	1
6	2.9%	5.9%	-	-	2.9%
7	4	2	-	2	4
8	11.4%	11.8%	2	33.3%	11.8%
9	3	1	18.2%	-	3
10 Excellent	8.6%	5.9%	4	4	8.8%
	10	2	36.4%	66.7%	10
	28.6%	11.8%	5	-	29.4%
	17	11	45.5%	-	16
	48.6%	64.7%			47.1%
TOTAL NON-RESPONSES	7	-	1	6	7
	20.0%		9.1%	100.0%	20.6%
TOTAL ANSWERING	35	17	11	6	34
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----15.221-----> .055*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q25. Aware of Different Bill Payment Options are Offered					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	1	-	-	1
6	2.9%	4.5%	-	-	2.9%
7	4	1	1	2	4
8	11.4%	4.5%	25.0%	22.2%	11.4%
9	3	1	-	2	3
10 Excellent	8.6%	4.5%	-	22.2%	8.6%
	10	6	2	2	10
	28.6%	27.3%	50.0%	22.2%	28.6%
	17	13	1	3	17
	48.6%	59.1%	25.0%	33.3%	48.6%
TOTAL NON-RESPONSES	7	2	1	4	7
	20.0%	9.1%	25.0%	44.4%	20.0%
TOTAL ANSWERING	35	22	4	9	35
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----7.952-----> .4381*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q26. Tree Trimming to Reduce Occurrence of Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	1	-	-	1
6	2.9%	3.6%	-	-	2.9%
7	4	3	-	1	4
8	11.4%	10.7%	-	33.3%	11.4%
9	3	2	1	-	3
10 Excellent	8.6%	7.1%	25.0%	-	8.6%
	10	6	2	2	10
	28.6%	21.4%	50.0%	66.7%	28.6%
	17	16	1	-	17
	48.6%	57.1%	25.0%	-	48.6%
TOTAL NON-RESPONSES	7	2	2	3	7
	20.0%	7.1%	50.0%	100.0%	20.0%
TOTAL ANSWERING	35	28	4	3	35
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----8.567-----> .3801*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln> does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q30. Receive a Bill at this Location				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1	1	-	1
6	2.9%	3.6%	-	2.9%
7	4	2	1	3
8	11.4%	7.1%	16.7%	8.8%
9	3	3	-	3
10 Excellent	8.6%	10.7%	-	8.8%
	10	9	1	10
	28.6%	32.1%	16.7%	29.4%
	17	13	4	17
	48.6%	46.4%	66.7%	50.0%
TOTAL NON-RESPONSES	7	6	1	7
	20.0%	21.4%	16.7%	20.6%
TOTAL ANSWERING	35	28	6	34
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.172-----> .7041*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q31. Respondent Handles this Bill				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1	1	-	1
6	2.9%	3.8%	-	3.6%
7	4	2	-	2
8	11.4%	7.7%	-	7.1%
9	3	3	-	3
10 Excellent	8.6%	11.5%	-	10.7%
	10	9	-	9
	28.6%	34.6%	-	32.1%
	17	11	2	13
	48.6%	42.3%	100.0%	46.4%
TOTAL NON-RESPONSES	7	5	1	6
	20.0%	19.2%	50.0%	21.4%
TOTAL ANSWERING	35	26	2	28
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.485-----> .6473*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

	Q38. Number of Employees					Cross Tab Total
	Frequency	1 to 4	5 to 25	26 to 100	over 100	
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	1	1	-	-	-	1
6	2.9%	5.0%	-	-	-	3.0%
7	4	3	-	1	-	4
8	11.4%	15.0%	-	33.3%	-	12.1%
9	3	2	-	1	-	3
10 Excellent	8.6%	10.0%	-	33.3%	-	9.1%
	10	5	4	1	-	10
	28.6%	25.0%	40.0%	33.3%	-	30.3%
	17	9	6	-	-	15
	48.6%	45.0%	60.0%	-	-	45.5%
TOTAL NON-RESPONSES	7	6	-	-	-	6
	20.0%	30.0%	-	-	-	18.2%
TOTAL ANSWERING	35	20	10	3	-	33
	100.0%	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----8.314----->					.4034*

Comparison Groups: BCDE

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1	-	1	-	-	-	1
6	2.9%	-	25.0%	-	-	-	2.9%
7	4	-	1	1	1	1	4
8	11.4%	-	25.0%	25.0%	16.7%	6.7%	11.8%
9	3	-	-	-	1	2	3
10 Excellent	8.6%	-	-	-	16.7%	13.3%	8.8%
	10	2	-	1	2	5	10
	28.6%	40.0%	-	25.0%	33.3%	33.3%	29.4%
	17	3	2	2	2	7	16
	48.6%	60.0%	50.0%	50.0%	33.3%	46.7%	47.1%
TOTAL NON-RESPONSES	7	1	2	2	-	2	7
	20.0%	20.0%	50.0%	50.0%	-	13.3%	20.6%
TOTAL ANSWERING	35	5	4	4	6	15	34
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----13.581----->						
	.6299*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1	1	-	1
6	2.9%	5.9%	-	2.9%
7	4	3	1	4
8	11.4%	17.6%	5.6%	11.4%
9	3	2	1	3
10 Excellent	8.6%	11.8%	5.6%	8.6%
	10	3	7	10
	28.6%	17.6%	38.9%	28.6%
	17	8	9	17
	48.6%	47.1%	50.0%	48.6%
TOTAL NON-RESPONSES	7	5	2	7
	20.0%	29.4%	11.1%	20.0%
TOTAL ANSWERING	35	17	18	35
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.967-----> .4105*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past 12 months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

	Q6. Number of Power Interruptions Lasting Less than One Minute							
	Frequency	Zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Zero times	13 38.2%	13 100.0%	-	-	-	-	-	13 38.2%
1 to 2 times	11 32.4%	-	11 100.0%	-	-	-	-	11 32.4%
3 to 5 times	9 26.5%	-	-	9 100.0%	-	-	-	9 26.5%
6 to 10 times	1 2.9%	-	-	-	1 100.0%	-	-	1 2.9%
11 to 20 times	-	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	8 23.5%	-	-	-	-	-	-	-
TOTAL ANSWERING	34 100.0%	13 100.0%	11 100.0%	9 100.0%	1 100.0%	-	-	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----102.00*----->							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past 12 months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

	Q38. Number of Employees					Cross Tab Total
	Frequency	1 to 4	5 to 25	26 to 100	over 100	
	(A)	(B)	(C)	(D)	(E)	(F)
Zero times	13 38.2%	8 40.0%	2 22.2%	1 33.3%	-	11 34.4%
1 to 2 times	11 32.4%	6 30.0%	4 44.4%	1 33.3%	-	11 34.4%
3 to 5 times	9 26.5%	5 25.0%	3 33.3%	1 33.3%	-	9 28.1%
6 to 10 times	1 2.9%	1 5.0%	-	-	-	1 3.1%
11 to 20 times	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-
TOTAL NON-RESPONSES	8 23.5%	6 30.0%	1 11.1%	-	-	7 21.9%
TOTAL ANSWERING	34 100.0%	20 100.0%	9 100.0%	3 100.0%	-	32 100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.735-----> .9424*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past 12 months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Zero times	13 38.2%	3 50.0%	2 50.0%	3 50.0%	1 20.0%	4 30.8%	13 38.2%
1 to 2 times	11 32.4%	3 50.0%	1 25.0%	1 16.7%	1 20.0%	5 38.5%	11 32.4%
3 to 5 times	9 26.5%	-	1 25.0%	2 33.3%	2 40.0%	4 30.8%	9 26.5%
6 to 10 times	1 2.9%	-	-	-	1 20.0%	-	1 2.9%
11 to 20 times	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	8 23.5%	-	2 50.0%	-	1 20.0%	4 30.8%	7 20.6%
TOTAL ANSWERING	34 100.0%	6 100.0%	4 100.0%	6 100.0%	5 100.0%	13 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----10.625-----> .5613*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past 12 months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
Zero times	13 38.2%	8 44.4%	5 31.2%	13 38.2%
1 to 2 times	11 32.4%	5 27.8%	6 37.5%	11 32.4%
3 to 5 times	9 26.5%	5 27.8%	4 25.0%	9 26.5%
6 to 10 times	1 2.9%	-	1 6.2%	1 2.9%
11 to 20 times	-	-	-	-
21 or more times	-	-	-	-
TOTAL NON-RESPONSES	8 23.5%	4 22.2%	4 25.0%	8 23.5%
TOTAL ANSWERING	34 100.0%	18 100.0%	16 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.783-----> .6187*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q6. Number of Power Interruptions Lasting Less than One Minute								
	Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	4	1	1	1	-	-	-	3
	10.3%	8.3%	9.1%	11.1%				9.1%
8	5	2	1	2	-	-	-	5
	12.8%	16.7%	9.1%	22.2%				15.2%
9	10	3	1	2	1	-	-	7
	25.6%	25.0%	9.1%	22.2%	100.0%			21.2%
10 Excellent	20	6	8	4	-	-	-	18
	51.3%	50.0%	72.7%	44.4%				54.5%
<hr/>								
TOTAL NON-RESPONSES	3	1	-	-	-	-	-	1
	7.7%	8.3%						3.0%
TOTAL ANSWERING	39	12	11	9	1	-	-	33
	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.072-----> .7327*							

Comparison Groups: BCDEFG

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q8. Number of Power Outages Lasting More than One Minute								
	Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	4	1	-	1	1	-	-	3
	10.3%	11.1%		14.3%	100.0%			8.8%
8	5	-	2	3	-	-	-	5
	12.8%		12.5%	42.9%				14.7%
9	10	3	4	1	-	-	-	8
	25.6%	33.3%	25.0%	14.3%				23.5%
10 Excellent	20	5	10	2	-	-	1	18
	51.3%	55.6%	62.5%	28.6%			100.0%	52.9%
<hr/>								
TOTAL NON-RESPONSES	3	-	-	-	-	-	-	-
	7.7%							
TOTAL ANSWERING	39	9	16	7	1	-	1	34
	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----19.782-----> .0713*							

Comparison Groups: BCDEFG

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q9. Last Time an Outage Lasted More than One Minute								
	Frequency	4Q 2019	3Q 2019	2Q 2019	1Q 2019	4Q 2018	Prior to 4Q 2018	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	4	-	1	-	-	-	-	1
	10.3%		12.5%					6.7%
8	5	-	1	1	-	-	-	2
	12.8%		12.5%	14.3%				13.3%
9	10	-	2	-	-	-	-	2
	25.6%		25.0%					13.3%
10 Excellent	20	-	4	6	-	-	-	10
	51.3%		50.0%	85.7%				66.7%
<hr/>								
TOTAL NON-RESPONSES	3	-	-	-	-	-	-	-
	7.7%							
TOTAL ANSWERING	39	-	8	7	-	-	-	15
	100.0%		100.0%	100.0%				100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.348-----> .341*							

Comparison Groups: BCDEFG

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q10. Length (in hours) of Last Outage.						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	4 10.3%	-	1 14.3%	-	-	1 4.3%
8	5 12.8%	5 31.2%	-	-	-	5 21.7%
9	10 25.6%	3 18.8%	2 28.6%	-	-	5 21.7%
10 Excellent	20 51.3%	8 50.0%	4 57.1%	-	-	12 52.2%
TOTAL NON-RESPONSES	3 7.7%	-	-	-	-	-
TOTAL ANSWERING	39 100.0%	16 100.0%	7 100.0%	-	-	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.737-----> .1921*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q11. Length (in hours) of Shortest OutageLasting More than One Minute.						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	4	1	-	-	-	1
8	10.3%	8.3%	-	-	-	8.3%
9	5	4	-	-	-	4
10 Excellent	12.8%	33.3%	-	-	-	33.3%
	10	3	-	-	-	3
	25.6%	25.0%	-	-	-	25.0%
	20	4	-	-	-	4
	51.3%	33.3%	-	-	-	33.3%
TOTAL NON-RESPONSES	3	-	-	-	-	-
	7.7%					
TOTAL ANSWERING	39	12	-	-	-	12
	100.0%	100.0%				100.0%
CHI-SQUARE SIGNIFICANCE	<-----.0-----> 1*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q12. Length (in hours) of Longest Outage Lasting More than One Minute						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	4 10.3%	-	1 16.7%	-	-	1 7.1%
8	5 12.8%	2 33.3%	1 16.7%	-	-	3 21.4%
9	10 25.6%	2 33.3%	1 16.7%	1 50.0%	-	4 28.6%
10 Excellent	20 51.3%	2 33.3%	3 50.0%	1 50.0%	-	6 42.9%
TOTAL NON-RESPONSES	3 7.7%	-	-	-	-	-
TOTAL ANSWERING	39 100.0%	6 100.0%	6 100.0%	2 100.0%	-	14 100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.111-----> .7948*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q13. Damage due to Electrical Outage/Problem				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	4	2	2	4
8	10.3%	50.0%	5.7%	10.3%
9	5	1	4	5
	12.8%	25.0%	11.4%	12.8%
10 Excellent	10	-	10	10
	25.6%	-	28.6%	25.6%
	20	1	19	20
	51.3%	25.0%	54.3%	51.3%
TOTAL NON-RESPONSES	3	-	2	2
	7.7%		5.7%	5.1%
TOTAL ANSWERING	39	4	35	39
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----9.123-----> .0277*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q14. Loss or Damage Type						
Frequency	Loss of Perishables	Loss of Equip	Business Interrupted	Personal Injury	other	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	4	-	1	-	-	1
8	10.3%	-	33.3%	-	-	33.3%
9	5	-	1	-	-	1
10 Excellent	12.8%	-	33.3%	-	-	33.3%
	10	-	-	-	-	-
	25.6%	-	-	-	-	-
	20	-	1	-	-	1
	51.3%	-	33.3%	-	-	33.3%
TOTAL NON-RESPONSES	3	-	-	-	-	-
	7.7%	-	-	-	-	-
TOTAL ANSWERING	39	-	3	-	-	3
	100.0%	-	100.0%	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----.0-----> 1*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q18. Have Tried to Reach by Phone				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	4 10.3%	4 18.2%	-	4 10.3%
8	5 12.8%	4 18.2%	1 5.9%	5 12.8%
9	10 25.6%	3 13.6%	7 41.2%	10 25.6%
10 Excellent	20 51.3%	11 50.0%	9 52.9%	20 51.3%
TOTAL NON-RESPONSES	3 7.7%	2 9.1%	1 5.9%	3 7.7%
TOTAL ANSWERING	39 100.0%	22 100.0%	17 100.0%	39 100.0%
CHI-SQUARE SIGNIFICANCE	<-----7.075-----> .0695*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

	Q19. Reason for most Recent Call						Cross Tab Total
	Frequency	To report a problem	Transfer service	Payment arrangement	To get info	(Other)	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	4	1	1	1	1	-	4
	10.3%	8.3%	50.0%	20.0%	100.0%	-	18.2%
8	5	3	-	1	-	-	4
	12.8%	25.0%	-	20.0%	-	-	18.2%
9	10	2	-	1	-	-	3
	25.6%	16.7%	-	20.0%	-	-	13.6%
10 Excellent	20	6	1	2	-	2	11
	51.3%	50.0%	50.0%	40.0%	-	100.0%	50.0%
TOTAL NON-RESPONSES	3	-	1	1	-	-	2
	7.7%	-	50.0%	20.0%	-	-	9.1%
TOTAL ANSWERING	39	12	2	5	1	2	22
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----9.544----->						.6559*

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q20. Call Completed using					
	Frequency	Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	4	-	1	3	4
8	10.3%	-	10.0%	33.3%	19.0%
9	5	1	2	1	4
	12.8%	50.0%	20.0%	11.1%	19.0%
10 Excellent	10	1	1	1	3
	25.6%	50.0%	10.0%	11.1%	14.3%
	20	-	6	4	10
	51.3%	-	60.0%	44.4%	47.6%
TOTAL NON-RESPONSES	3	-	2	-	2
	7.7%	-	20.0%	-	9.5%
TOTAL ANSWERING	39	2	10	9	21
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.354-----> .3847*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q22. Aware of Toll-Free Number to Report Power Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	4	1	1	2	4
8	10.3%	6.7%	10.0%	18.2%	11.1%
9	5	2	2	-	4
10 Excellent	12.8%	13.3%	20.0%	-	11.1%
	10	3	4	3	10
	25.6%	20.0%	40.0%	27.3%	27.8%
	20	9	3	6	18
	51.3%	60.0%	30.0%	54.5%	50.0%
TOTAL NON-RESPONSES	3	-	1	2	3
	7.7%	-	10.0%	18.2%	8.3%
TOTAL ANSWERING	39	15	10	11	36
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.784-----> .5718*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q23. 24/7 Availability by Phone in Event of Power Outage					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	4	3	-	1	4
8	10.3%	12.0%	-	20.0%	10.3%
9	5	3	2	-	5
10 Excellent	12.8%	12.0%	22.2%	-	12.8%
	10	7	2	1	10
	25.6%	28.0%	22.2%	20.0%	25.6%
	20	12	5	3	20
	51.3%	48.0%	55.6%	60.0%	51.3%
TOTAL NON-RESPONSES	3	-	1	2	3
	7.7%	-	11.1%	40.0%	7.7%
TOTAL ANSWERING	39	25	9	5	39
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.051-----> .8025*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q24. Aware of Reports about Extended Outages to the Media					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	4	2	1	1	4
8	10.3%	11.8%	8.3%	11.1%	10.5%
9	5	-	4	1	5
10 Excellent	12.8%	-	33.3%	11.1%	13.2%
	10	3	2	5	10
	25.6%	17.6%	16.7%	55.6%	26.3%
	20	12	5	2	19
	51.3%	70.6%	41.7%	22.2%	50.0%
TOTAL NON-RESPONSES	3	-	-	3	3
	7.7%	-	-	33.3%	7.9%
TOTAL ANSWERING	39	17	12	9	38
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----12.891-----> .0448*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q25. Aware of Different Bill Payment Options are Offered					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	4	2	-	2	4
8	10.3%	8.3%	-	20.0%	10.3%
9	5	2	1	2	5
10 Excellent	12.8%	8.3%	20.0%	20.0%	12.8%
	10	6	1	3	10
	25.6%	25.0%	20.0%	30.0%	25.6%
	20	14	3	3	20
	51.3%	58.3%	60.0%	30.0%	51.3%
TOTAL NON-RESPONSES	3	-	-	3	3
	7.7%	-	-	30.0%	7.7%
TOTAL ANSWERING	39	24	5	10	39
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.835-----> .699*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q26. Tree Trimming to Reduce Occurrence of Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	4	2	1	1	4
8	10.3%	7.1%	16.7%	20.0%	10.3%
9	5	3	2	-	5
	12.8%	10.7%	33.3%		12.8%
10 Excellent	10	5	2	3	10
	25.6%	17.9%	33.3%	60.0%	25.6%
	20	18	1	1	20
	51.3%	64.3%	16.7%	20.0%	51.3%
TOTAL NON-RESPONSES	3	2	-	1	3
	7.7%	7.1%		20.0%	7.7%
TOTAL ANSWERING	39	28	6	5	39
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----10.056-----> .1223*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q30. Receive a Bill at this Location				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	4 10.3%	3 9.7%	-	3 7.9%
8	5 12.8%	5 16.1%	-	5 13.2%
9	10 25.6%	8 25.8%	2 28.6%	10 26.3%
10 Excellent	20 51.3%	15 48.4%	5 71.4%	20 52.6%
TOTAL NON-RESPONSES	3 7.7%	3 9.7%	-	3 7.9%
TOTAL ANSWERING	39 100.0%	31 100.0%	7 100.0%	38 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.399-----> .4938*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q31. Respondent Handles this Bill				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	4 10.3%	2 7.1%	1 33.3%	3 9.7%
8	5 12.8%	5 17.9%	-	5 16.1%
9	10 25.6%	8 28.6%	-	8 25.8%
10 Excellent	20 51.3%	13 46.4%	2 66.7%	15 48.4%
TOTAL NON-RESPONSES	3 7.7%	3 10.7%	-	3 9.7%
TOTAL ANSWERING	39 100.0%	28 100.0%	3 100.0%	31 100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.543-----> .3152*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q38. Number of Employees						
	Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	4 10.3%	3 13.0%	-	1 33.3%	-	4 11.1%
8	5 12.8%	3 13.0%	1 10.0%	1 33.3%	-	5 13.9%
9	10 25.6%	6 26.1%	3 30.0%	1 33.3%	-	10 27.8%
10 Excellent	20 51.3%	11 47.8%	6 60.0%	-	-	17 47.2%
TOTAL NON-RESPONSES	3 7.7%	3 13.0%	-	-	-	3 8.3%
TOTAL ANSWERING	39 100.0%	23 100.0%	10 100.0%	3 100.0%	-	36 100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.298-----> .5062*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	4 10.3%	-	-	2 33.3%	1 16.7%	1 6.2%	4 10.5%
8	5 12.8%	1 20.0%	-	-	2 33.3%	2 12.5%	5 13.2%
9	10 25.6%	1 20.0%	-	2 33.3%	3 50.0%	4 25.0%	10 26.3%
10 Excellent	20 51.3%	3 60.0%	5 100.0%	2 33.3%	-	9 56.2%	19 50.0%
TOTAL NON-RESPONSES	3 7.7%	1 20.0%	1 20.0%	-	-	1 6.2%	3 7.9%
TOTAL ANSWERING	39 100.0%	5 100.0%	5 100.0%	6 100.0%	6 100.0%	16 100.0%	38 100.0%
CHI-SQUARE SIGNIFICANCE	<-----16.849-----> .1554*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	4 10.3%	4 20.0%	-	4 10.3%
8	5 12.8%	3 15.0%	2 10.5%	5 12.8%
9	10 25.6%	1 5.0%	9 47.4%	10 25.6%
10 Excellent	20 51.3%	12 60.0%	8 42.1%	20 51.3%
TOTAL NON-RESPONSES	3 7.7%	2 10.0%	1 5.3%	3 7.7%
TOTAL ANSWERING	39 100.0%	20 100.0%	19 100.0%	39 100.0%
CHI-SQUARE SIGNIFICANCE	<-----11.382-----> .0098*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past 12 months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

	Q6. Number of Power Interruptions Lasting Less than One Minute							
	Frequency	Zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Zero times	9 26.5%	7 63.6%	2 18.2%	-	-	-	-	9 28.1%
1 to 2 times	16 47.1%	3 27.3%	8 72.7%	4 44.4%	-	-	-	15 46.9%
3 to 5 times	7 20.6%	1 9.1%	1 9.1%	4 44.4%	1 100.0%	-	-	7 21.9%
6 to 10 times	1 2.9%	-	-	1 11.1%	-	-	-	1 3.1%
11 to 20 times	-	-	-	-	-	-	-	-
21 or more times	1 2.9%	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	8 23.5%	2 18.2%	-	-	-	-	-	2 6.2%
TOTAL ANSWERING	34 100.0%	11 100.0%	11 100.0%	9 100.0%	1 100.0%	-	-	32 100.0%
CHI-SQUARE SIGNIFICANCE	<-----20.167-----> .0169*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past 12 months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

	Q38. Number of Employees					Cross Tab Total
	Frequency	1 to 4	5 to 25	26 to 100	over 100	
	(A)	(B)	(C)	(D)	(E)	(F)
zero times	9 26.5%	5 23.8%	2 22.2%	1 33.3%	-	8 24.2%
1 to 2 times	16 47.1%	10 47.6%	6 66.7%	-	-	16 48.5%
3 to 5 times	7 20.6%	4 19.0%	1 11.1%	2 66.7%	-	7 21.2%
6 to 10 times	1 2.9%	1 4.8%	-	-	-	1 3.0%
11 to 20 times	-	-	-	-	-	-
21 or more times	1 2.9%	1 4.8%	-	-	-	1 3.0%
TOTAL NON-RESPONSES	8 23.5%	5 23.8%	1 11.1%	-	-	6 18.2%
TOTAL ANSWERING	34 100.0%	21 100.0%	9 100.0%	3 100.0%	-	33 100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.735-----> .5655*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past 12 months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Zero times	9 26.5%	2 40.0%	2 40.0%	1 20.0%	-	4 28.6%	9 26.5%
1 to 2 times	16 47.1%	2 40.0%	1 20.0%	3 60.0%	3 60.0%	7 50.0%	16 47.1%
3 to 5 times	7 20.6%	1 20.0%	1 20.0%	1 20.0%	1 20.0%	3 21.4%	7 20.6%
6 to 10 times	1 2.9%	-	-	-	1 20.0%	-	1 2.9%
11 to 20 times	-	-	-	-	-	-	-
21 or more times	1 2.9%	-	1 20.0%	-	-	-	1 2.9%
TOTAL NON-RESPONSES	8 23.5%	1 20.0%	1 20.0%	1 20.0%	1 20.0%	3 21.4%	7 20.6%
TOTAL ANSWERING	34 100.0%	5 100.0%	5 100.0%	5 100.0%	5 100.0%	14 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----14.938----->						.5292*

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past 12 months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
Zero times	9 26.5%	5 27.8%	4 25.0%	9 26.5%
1 to 2 times	16 47.1%	7 38.9%	9 56.2%	16 47.1%
3 to 5 times	7 20.6%	4 22.2%	3 18.8%	7 20.6%
6 to 10 times	1 2.9%	1 5.6%	-	1 2.9%
11 to 20 times	-	-	-	-
21 or more times	1 2.9%	1 5.6%	-	1 2.9%
TOTAL NON-RESPONSES	8 23.5%	4 22.2%	4 25.0%	8 23.5%
TOTAL ANSWERING	34 100.0%	18 100.0%	16 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.395-----> .6636*			

Comparison Groups: BC

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

	Q6. Number of Power Interruptions Lasting Less than One Minute							Cross Tab Total
	Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	
4Q 2018	-	-	-	-	-	-	-	-
3Q 2018	8 53.3%	1 50.0%	4 50.0%	3 60.0%	-	-	-	8 53.3%
2Q 2018	7 46.7%	1 50.0%	4 50.0%	2 40.0%	-	-	-	7 46.7%
1Q 2018	-	-	-	-	-	-	-	-
4Q 2017	-	-	-	-	-	-	-	-
Prior to 4Q 2015	-	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	27 180.0%	11 550.0%	3 37.5%	4 80.0%	1	-	-	19 126.7%
TOTAL ANSWERING	15 100.0%	2 100.0%	8 100.0%	5 100.0%	-	-	-	15 100.0%
CHI-SQUARE SIGNIFICANCE	<----- .134 .9352* ----->							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. when was <ck9 >? (PROBE: outage lasting more than one minute)

	Q38. Number of Employees					Cross Tab Total
	Frequency	1 to 4	5 to 25	26 to 100	over 100	
	(A)	(B)	(C)	(D)	(E)	(F)
4Q 2018	-	-	-	-	-	-
3Q 2018	8 53.3%	3 42.9%	4 66.7%	1 50.0%	-	8 53.3%
2Q 2018	7 46.7%	4 57.1%	2 33.3%	1 50.0%	-	7 46.7%
1Q 2018	-	-	-	-	-	-
4Q 2017	-	-	-	-	-	-
Prior to 4Q 2015	-	-	-	-	-	-
TOTAL NON-RESPONSES	27 180.0%	19 271.4%	4 66.7%	1 50.0%	-	24 160.0%
TOTAL ANSWERING	15 100.0%	7 100.0%	6 100.0%	2 100.0%	-	15 100.0%
CHI-SQUARE SIGNIFICANCE	<-----.746-----> .6886*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
4Q 2018	-	-	-	-	-	-	-
3Q 2018	8 53.3%	2 66.7%	2 100.0%	2 100.0%	1 100.0%	1 14.3%	8 53.3%
2Q 2018	7 46.7%	1 33.3%	-	-	-	6 85.7%	7 46.7%
1Q 2018	-	-	-	-	-	-	-
4Q 2017	-	-	-	-	-	-	-
Prior to 4Q 2015	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	27 180.0%	3 100.0%	4 200.0%	4 200.0%	5 500.0%	10 142.9%	26 173.3%
TOTAL ANSWERING	15 100.0%	3 100.0%	2 100.0%	2 100.0%	1 100.0%	7 100.0%	15 100.0%
CHI-SQUARE SIGNIFICANCE	<-----8.878-----> .0642*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. when was <ck9 >? (PROBE: outage lasting more than one minute)

	Q40. Gender			
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
4Q 2018	-	-	-	-
3Q 2018	8 53.3%	4 66.7%	4 44.4%	8 53.3%
2Q 2018	7 46.7%	2 33.3%	5 55.6%	7 46.7%
1Q 2018	-	-	-	-
4Q 2017	-	-	-	-
Prior to 4Q 2015	-	-	-	-
TOTAL NON-RESPONSES	27 180.0%	16 266.7%	11 122.2%	27 180.0%
TOTAL ANSWERING	15 100.0%	6 100.0%	9 100.0%	15 100.0%
CHI-SQUARE SIGNIFICANCE	<-----.714-----> .398*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Comparison Groups: BCDEFG
 "*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

	Q38. Number of Employees					Cross Tab Total
	Frequency	1 to 4	5 to 25	26 to 100	over 100	
	(A)	(B)	(C)	(D)	(E)	(F)
less than 1 hour	16 69.6%	8 57.1%	7 100.0%	1 50.0%	-	16 69.6%
1 to 2 hours	7 30.4%	6 42.9%	-	1 50.0%	-	7 30.4%
3 to 5 hours	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-
TOTAL ANSWERING	23 100.0%	14 100.0%	7 100.0%	2 100.0%	-	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.445-----> .1084*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
less than 1 hour	16 69.6%	3 100.0%	1 50.0%	1 33.3%	4 80.0%	7 70.0%	16 69.6%
1 to 2 hours	7 30.4%	-	1 50.0%	2 66.7%	1 20.0%	3 30.0%	7 30.4%
3 to 5 hours	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
TOTAL ANSWERING	23 100.0%	3 100.0%	2 100.0%	3 100.0%	5 100.0%	10 100.0%	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.792-----> .4348*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

	Q40. Gender			
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
less than 1 hour	16 69.6%	6 54.5%	10 83.3%	16 69.6%
1 to 2 hours	7 30.4%	5 45.5%	2 16.7%	7 30.4%
3 to 5 hours	-	-	-	-
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
TOTAL ANSWERING	23 100.0%	11 100.0%	12 100.0%	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.246-----> .1339*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

Q6. Number of Power Interruptions Lasting Less than One Minute							
Frequency	Zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
less than 1 hour	12 100.0%	2 100.0%	3 100.0%	6 100.0%	-	-	11 100.0%
1 to 2 hours	-	-	-	-	-	-	-
3 to 5 hours	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
TOTAL ANSWERING	12 100.0%	2 100.0%	3 100.0%	6 100.0%	-	-	11 100.0%
CHI-SQUARE SIGNIFICANCE	<-----.0-----> 1*						

Comparison Groups: BCDEFG

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

	Q38. Number of Employees					Cross Tab Total
	Frequency	1 to 4	5 to 25	26 to 100	over 100	
	(A)	(B)	(C)	(D)	(E)	(F)
less than 1 hour	12 100.0%	5 100.0%	5 100.0%	2 100.0%	-	12 100.0%
1 to 2 hours	-	-	-	-	-	-
3 to 5 hours	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-
TOTAL ANSWERING	12 100.0%	5 100.0%	5 100.0%	2 100.0%	-	12 100.0%
CHI-SQUARE SIGNIFICANCE	<-----0-----> 1*					

Comparison Groups: BCDE

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	
less than 1 hour	12 100.0%	3 100.0%	1 100.0%	2 100.0%	2 100.0%	4 100.0%	12 100.0%
1 to 2 hours	-	-	-	-	-	-	-
3 to 5 hours	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
TOTAL ANSWERING	12 100.0%	3 100.0%	1 100.0%	2 100.0%	2 100.0%	4 100.0%	12 100.0%
CHI-SQUARE SIGNIFICANCE	<-----0-----> 1*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
less than 1 hour	12 100.0%	7 100.0%	5 100.0%	12 100.0%
1 to 2 hours	-	-	-	-
3 to 5 hours	-	-	-	-
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
TOTAL ANSWERING	12 100.0%	7 100.0%	5 100.0%	12 100.0%
CHI-SQUARE SIGNIFICANCE	<-----0-----> 1*			

Comparison Groups: BC

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

Q6. Number of Power Interruptions Lasting Less than One Minute							
Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
less than 1 hour	6 42.9%	1 33.3%	2 50.0%	3 60.0%	-	-	6 50.0%
1 to 2 hours	6 42.9%	2 66.7%	2 50.0%	1 20.0%	-	-	5 41.7%
3 to 5 hours	2 14.3%	-	-	1 20.0%	-	-	1 8.3%
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
TOTAL ANSWERING	14 100.0%	3 100.0%	4 100.0%	5 100.0%	-	-	12 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.747-----> .6011*						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

	Q38. Number of Employees					Cross Tab Total
	Frequency	1 to 4	5 to 25	26 to 100	over 100	
	(A)	(B)	(C)	(D)	(E)	(F)
less than 1 hour	6 42.9%	2 28.6%	4 80.0%	-	-	6 46.2%
1 to 2 hours	6 42.9%	3 42.9%	1 20.0%	1 100.0%	-	5 38.5%
3 to 5 hours	2 14.3%	2 28.6%	-	-	-	2 15.4%
6 to 12 hours	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-
TOTAL ANSWERING	14 100.0%	7 100.0%	5 100.0%	1 100.0%	-	13 100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.349-----> .2534*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
less than 1 hour	6 42.9%	2 66.7%	-	1 25.0%	2 66.7%	1 33.3%	6 42.9%
1 to 2 hours	6 42.9%	1 33.3%	1 100.0%	2 50.0%	1 33.3%	1 33.3%	6 42.9%
3 to 5 hours	2 14.3%	-	-	1 25.0%	-	1 33.3%	2 14.3%
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
TOTAL ANSWERING	14 100.0%	3 100.0%	1 100.0%	4 100.0%	3 100.0%	3 100.0%	14 100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.667-----> .7925*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

	Q40. Gender			
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
less than 1 hour	6 42.9%	3 33.3%	3 60.0%	6 42.9%
1 to 2 hours	6 42.9%	4 44.4%	2 40.0%	6 42.9%
3 to 5 hours	2 14.3%	2 22.2%	-	2 14.3%
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
TOTAL ANSWERING	14 100.0%	9 100.0%	5 100.0%	14 100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.659-----> .4362*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last 12 months, have you experienced any loss or damage due to electrical outages or other electrical problems?

	Q6. Number of Power Interruptions Lasting Less than One Minute							
	Frequency	Zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
No	37 90.2%	12 100.0%	10 90.9%	7 77.8%	1 100.0%	-	-	30 90.9%
Yes	4 9.8%	-	1 9.1%	2 22.2%	-	-	-	3 9.1%
TOTAL NON-RESPONSES	1 2.4%	1 8.3%	-	-	-	-	-	1 3.0%
TOTAL ANSWERING	41 100.0%	12 100.0%	11 100.0%	9 100.0%	1 100.0%	-	-	33 100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.178-----> .365*							

Comparison Groups: BCDEFG

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last 12 months, have you experienced any loss or damage due to electrical outages or other electrical problems?

Q38. Number of Employees					
Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)
No	37 90.2%	22 88.0%	10 100.0%	2 66.7%	- 34 89.5%
Yes	4 9.8%	3 12.0%	-	1 33.3%	- 4 10.5%
TOTAL NON-RESPONSES	1 2.4%	1 4.0%	-	-	- 1 2.6%
TOTAL ANSWERING	41 100.0%	25 100.0%	10 100.0%	3 100.0%	- 38 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.891-----> .2356*				

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last 12 months, have you experienced any loss or damage due to electrical outages or other electrical problems?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
No	37 90.2%	5 100.0%	6 100.0%	5 83.3%	6 100.0%	14 82.4%	36 90.0%
Yes	4 9.8%	-	-	1 16.7%	-	3 17.6%	4 10.0%
TOTAL NON-RESPONSES	1 2.4%	1 20.0%	-	-	-	-	1 2.5%
TOTAL ANSWERING	41 100.0%	5 100.0%	6 100.0%	6 100.0%	6 100.0%	17 100.0%	40 100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.29-----> .5106*						

Comparison Groups: BCDEF

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last 12 months, have you experienced any loss or damage due to electrical outages or other electrical problems?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
No	37 90.2%	17 81.0%	20 100.0%	37 90.2%
Yes	4 9.8%	4 19.0%	-	4 9.8%
TOTAL NON-RESPONSES	1 2.4%	1 4.8%	-	1 2.4%
TOTAL ANSWERING	41 100.0%	21 100.0%	20 100.0%	41 100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.221-----> .0399*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

	Q6. Number of Power Interruptions Lasting Less than One Minute							Cross Tab Total
	Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	
Loss of electrical equipment or accessories	3 100.0%	-	1 100.0%	2 100.0%	-	-	-	3 100.0%
Loss of perishables (food, etc...)	-	-	-	-	-	-	-	-
Interruption of business	-	-	-	-	-	-	-	-
Injury to self or another person	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	1 33.3%	-	-	-	-	-	-	-
TOTAL ANSWERING	3 100.0%	-	1 100.0%	2 100.0%	-	-	-	3 100.0%
CHI-SQUARE SIGNIFICANCE	<-----0-----> 1*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

	Q38. Number of Employees					Cross Tab Total
	Frequency	1 to 4	5 to 25	26 to 100	over 100	
	(A)	(B)	(C)	(D)	(E)	(F)
Loss of electrical equipment or accessories	3 100.0%	2 100.0%	-	1 100.0%	-	3 100.0%
Loss of perishables (food, etc...)	-	-	-	-	-	-
Interruption of business	-	-	-	-	-	-
Injury to self or another person	-	-	-	-	-	-
Other	-	-	-	-	-	-
TOTAL NON-RESPONSES	1 33.3%	1 50.0%	-	-	-	1 33.3%
TOTAL ANSWERING	3 100.0%	2 100.0%	-	1 100.0%	-	3 100.0%
CHI-SQUARE SIGNIFICANCE	<-----0-----> 1*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Loss of electrical equipment or accessories	3 100.0%	-	-	1 100.0%	-	2 100.0%	3 100.0%
Loss of perishables (food, etc...)	-	-	-	-	-	-	-
Interruption of business	-	-	-	-	-	-	-
Injury to self or another person	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	1 33.3%	-	-	-	-	1 50.0%	1 33.3%
TOTAL ANSWERING	3 100.0%	-	-	1 100.0%	-	2 100.0%	3 100.0%
CHI-SQUARE SIGNIFICANCE	<-----0-----> 1*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
Loss of electrical equipment or accessories	3 100.0%	3 100.0%	-	3 100.0%
Loss of perishables (food, etc...)	-	-	-	-
Interruption of business	-	-	-	-
Injury to self or another person	-	-	-	-
Other	-	-	-	-
TOTAL NON-RESPONSES	1 33.3%	1 33.3%	-	1 33.3%
TOTAL ANSWERING	3 100.0%	3 100.0%	-	3 100.0%
CHI-SQUARE SIGNIFICANCE	<-----.0-----> 1*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q6. Number of Power Interruptions Lasting Less than One Minute							
Frequency	Zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1	-	-	1	-	-	1
6	2.6%	-	-	11.1%	-	-	3.1%
7	-	-	-	-	-	-	-
8	2	1	-	-	-	-	1
9	5.1%	9.1%	-	-	-	-	3.1%
10 Excellent	4	2	1	-	-	-	3
	10.3%	18.2%	9.1%	-	-	-	9.4%
	9	1	3	3	-	-	7
	23.1%	9.1%	27.3%	33.3%	-	-	21.9%
	23	7	7	5	1	-	20
	59.0%	63.6%	63.6%	55.6%	100.0%	-	62.5%
TOTAL NON-RESPONSES	3	2	-	-	-	-	2
	7.7%	18.2%	-	-	-	-	6.2%
TOTAL ANSWERING	39	11	11	9	1	-	32
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----8.339----->						
	.7581*						

Comparison Groups: BCDEFG

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q8. Number of Power Outages Lasting More than One Minute							
Frequency	Zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1	-	-	1	-	-	1
6	2.6%	-	-	14.3%	-	-	3.0%
7	-	-	-	-	-	-	-
8	2	1	-	-	-	-	1
9	5.1%	12.5%	-	-	-	-	3.0%
10 Excellent	4	-	1	2	-	-	3
	10.3%	-	6.2%	28.6%	-	-	9.1%
	9	2	3	1	1	-	7
	23.1%	25.0%	18.8%	14.3%	100.0%	-	21.2%
	23	5	12	3	-	1	21
	59.0%	62.5%	75.0%	42.9%	-	100.0%	63.6%
TOTAL NON-RESPONSES	3	1	-	-	-	-	1
	7.7%	12.5%	-	-	-	-	3.0%
TOTAL ANSWERING	39	8	16	7	1	1	33
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----15.855----->						
	.4632*						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q9. Last Time an Outage Lasted More than One Minute							
Frequency	4Q 2019	3Q 2019	2Q 2019	1Q 2019	4Q 2018	Prior to 4Q 2018	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1	-	-	-	-	-	-
6	2.6%	-	-	-	-	-	-
7	2	-	-	-	-	-	-
8	5.1%	-	-	-	-	-	-
9	4	-	2	-	-	-	2
10 Excellent	10.3%	-	25.0%	-	-	-	13.3%
	9	-	1	2	-	-	3
	23.1%	-	12.5%	28.6%	-	-	20.0%
	23	-	5	5	-	-	10
	59.0%	-	62.5%	71.4%	-	-	66.7%
TOTAL NON-RESPONSES	3	-	-	-	-	-	-
	7.7%	-	-	-	-	-	-
TOTAL ANSWERING	39	-	8	7	-	-	15
	100.0%	-	100.0%	100.0%	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.277----->						
	.3203*						

Comparison Groups: BCDEFG

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

		Q10. Length (in hours) of Last Outage.					Cross Tab Total
Frequency		less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	
(A)		(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1	1	-	-	-	-	1
6	2.6%	6.2%	-	-	-	-	4.3%
7	2	-	-	-	-	-	-
8	5.1%	-	-	-	-	-	-
9	4	1	1	-	-	-	2
10 Excellent	10.3%	6.2%	14.3%	-	-	-	8.7%
	9	4	1	-	-	-	5
	23.1%	25.0%	14.3%	-	-	-	21.7%
	23	10	5	-	-	-	15
	59.0%	62.5%	71.4%	-	-	-	65.2%
TOTAL NON-RESPONSES	3	-	-	-	-	-	-
	7.7%	-	-	-	-	-	-
TOTAL ANSWERING	39	16	7	-	-	-	23
	100.0%	100.0%	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.116-----> .7733*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q11. Length (in hours) of Shortest OutageLasting More than One Minute.						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	1	1	-	-	-	1
6	2.6%	8.3%	-	-	-	8.3%
7	2	-	-	-	-	-
8	5.1%	2	-	-	-	2
9	10.3%	16.7%	-	-	-	16.7%
10 Excellent	23.1%	16.7%	-	-	-	16.7%
	23	7	-	-	-	7
	59.0%	58.3%				58.3%
TOTAL NON-RESPONSES	3	-	-	-	-	-
	7.7%					
TOTAL ANSWERING	39	12	-	-	-	12
	100.0%	100.0%				100.0%
CHI-SQUARE SIGNIFICANCE	<-----.0-----> 1*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q12. Length (in hours) of Longest Outage Lasting More than One Minute						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	1	1	-	-	-	1
6	2.6%	16.7%	-	-	-	7.1%
7	2	-	-	-	-	-
8	5.1%	-	-	-	-	-
9	4	-	2	-	-	2
10 Excellent	10.3%	33.3%	-	-	-	14.3%
	9	1	1	-	-	2
	23.1%	16.7%	16.7%	-	-	14.3%
	23	4	3	2	-	9
	59.0%	66.7%	50.0%	100.0%	-	64.3%
TOTAL NON-RESPONSES	3	-	-	-	-	-
	7.7%	-	-	-	-	-
TOTAL ANSWERING	39	6	6	2	-	14
	100.0%	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.926-----> .5533*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q13. Damage due to Electrical Outage/Problem				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1	1	-	1
6	2.6%	25.0%	-	2.6%
7	2	1	1	2
8	5.1%	25.0%	2.9%	5.1%
9	4	1	3	4
10 Excellent	10.3%	25.0%	8.6%	10.3%
	9	-	9	9
	23.1%		25.7%	23.1%
	23	1	22	23
	59.0%	25.0%	62.9%	59.0%
TOTAL NON-RESPONSES	3	-	2	2
	7.7%		5.7%	5.1%
TOTAL ANSWERING	39	4	35	39
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----15.028-----> .0046*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

	Q14. Loss or Damage Type						Cross Tab Total
	Frequency	Loss of Perishables	Loss of Equip	Business Interrupted	Personal Injury	other	
	(A)	(B)	(C)	(D)	(E)	(F)	
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1	-	1	-	-	-	1
6	2.6%	-	33.3%	-	-	-	33.3%
7	2	-	-	-	-	-	-
8	5.1%	-	-	-	-	-	-
9	4	-	1	-	-	-	1
10 Excellent	10.3%	-	33.3%	-	-	-	33.3%
	9	-	-	-	-	-	-
	23.1%	-	-	-	-	-	-
	23	-	1	-	-	-	1
	59.0%	-	33.3%	-	-	-	33.3%
TOTAL NON-RESPONSES	3	-	-	-	-	-	-
	7.7%	-	-	-	-	-	-
TOTAL ANSWERING	39	-	3	-	-	-	3
	100.0%	-	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----.0----->						1*

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q18. Have Tried to Reach by Phone				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1	1	-	1
6	2.6%	4.5%	-	2.6%
7	2	2	-	2
8	5.1%	9.1%	-	5.1%
9	4	2	2	4
10 Excellent	10.3%	9.1%	11.8%	10.3%
	9	6	3	9
	23.1%	27.3%	17.6%	23.1%
	23	11	12	23
	59.0%	50.0%	70.6%	59.0%
TOTAL NON-RESPONSES	3	2	1	3
	7.7%	9.1%	5.9%	7.7%
TOTAL ANSWERING	39	22	17	39
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.459-----> .4841*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

	Q19. Reason for most Recent Call						Cross Tab Total
	Frequency	To report a problem	Transfer service	Payment arrangement	To get info	(Other)	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1	1	-	-	-	-	1
6	2.6%	8.3%	-	-	-	-	4.5%
7	2	-	1	1	-	-	2
8	5.1%	-	33.3%	25.0%	-	-	9.1%
9	4	2	-	-	-	-	2
10 Excellent	10.3%	16.7%	33.3%	25.0%	100.0%	50.0%	27.3%
	9	2	1	1	1	1	6
	23.1%	16.7%	33.3%	25.0%	100.0%	50.0%	27.3%
	23	7	1	2	-	1	11
	59.0%	58.3%	33.3%	50.0%	-	50.0%	50.0%
TOTAL NON-RESPONSES	3	-	-	2	-	-	2
	7.7%	-	-	50.0%	-	-	9.1%
TOTAL ANSWERING	39	12	3	4	1	2	22
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----10.611----->						
	.8328*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q20. Call Completed using					
	Frequency	Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	-	-	1	1
6	2.6%	-	-	11.1%	4.8%
7	2	-	1	1	2
8	5.1%	-	10.0%	11.1%	9.5%
9	4	-	1	1	2
10 Excellent	10.3%	-	10.0%	11.1%	9.5%
	9	2	2	2	6
	23.1%	100.0%	20.0%	22.2%	28.6%
	23	-	6	4	10
	59.0%	-	60.0%	44.4%	47.6%
TOTAL NON-RESPONSES	3	-	2	-	2
	7.7%	-	20.0%	-	9.5%
TOTAL ANSWERING	39	2	10	9	21
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----7.016-----> .535*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q22. Aware of Toll-Free Number to Report Power Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	1	-	-	1
6	2.6%	6.7%	-	-	2.8%
7	2	-	1	1	2
8	5.1%	-	11.1%	8.3%	5.6%
9	4	-	2	2	4
10 Excellent	10.3%	-	22.2%	16.7%	11.1%
	9	2	2	4	8
	23.1%	13.3%	22.2%	33.3%	22.2%
	23	12	4	5	21
	59.0%	80.0%	44.4%	41.7%	58.3%
TOTAL NON-RESPONSES	3	-	2	1	3
	7.7%	-	22.2%	8.3%	8.3%
TOTAL ANSWERING	39	15	9	12	36
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----9.176-----> .3277*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q23. 24/7 Availability by Phone in Event of Power Outage					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	-	1	-	1
6	2.6%	-	11.1%	-	2.6%
7	2	1	-	1	2
8	5.1%	4.0%	-	20.0%	5.1%
9	4	1	3	-	4
10 Excellent	10.3%	4.0%	33.3%	-	10.3%
	9	7	-	2	9
	23.1%	28.0%	-	40.0%	23.1%
	23	16	5	2	23
	59.0%	64.0%	55.6%	40.0%	59.0%
TOTAL NON-RESPONSES	3	-	1	2	3
	7.7%	-	11.1%	40.0%	7.7%
TOTAL ANSWERING	39	25	9	5	39
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----15.543-----> .0494*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q24. Aware of Reports about Extended Outages to the Media					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	-	1	-	1
6	2.6%	-	8.3%	-	2.6%
7	2	-	1	1	2
8	5.1%	-	8.3%	11.1%	5.3%
9	4	1	-	3	4
10 Excellent	10.3%	5.9%	25.0%	33.3%	10.5%
	9	3	3	3	9
	23.1%	17.6%	58.3%	22.2%	23.7%
	23	13	7	2	22
	59.0%	76.5%	58.3%	22.2%	57.9%
TOTAL NON-RESPONSES	3	-	-	3	3
	7.7%	-	-	33.3%	7.9%
TOTAL ANSWERING	39	17	12	9	38
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----13.536-----> .0947*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q25. Aware of Different Bill Payment Options are Offered					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	-	-	1	1
6	2.6%	-	-	9.1%	2.6%
7	2	1	-	1	2
8	5.1%	4.2%	-	9.1%	5.1%
9	4	1	1	2	4
10 Excellent	10.3%	4.2%	25.0%	18.2%	10.3%
	9	5	-	4	9
	23.1%	20.8%	3	36.4%	23.1%
	23	17	3	3	23
	59.0%	70.8%	75.0%	27.3%	59.0%
TOTAL NON-RESPONSES	3	-	1	2	3
	7.7%	-	25.0%	18.2%	7.7%
TOTAL ANSWERING	39	24	4	11	39
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----9.958-----> .268*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q26. Tree Trimming to Reduce Occurrence of Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	-	1	-	1
6	2.6%	-	16.7%	-	2.6%
7	2	-	1	1	2
8	5.1%	-	16.7%	25.0%	5.1%
9	4	1	3	-	4
10 Excellent	10.3%	3.4%	50.0%	-	10.3%
	9	7	-	2	9
	23.1%	24.1%	-	50.0%	23.1%
	23	21	1	1	23
	59.0%	72.4%	16.7%	25.0%	59.0%
TOTAL NON-RESPONSES	3	1	-	2	3
	7.7%	3.4%	-	50.0%	7.7%
TOTAL ANSWERING	39	29	6	4	39
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----28.734-----> .0004*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q30. Receive a Bill at this Location				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1	1	-	1
6	2.6%	3.1%	-	2.6%
7	2	2	-	2
8	5.1%	6.2%	-	5.3%
9	4	3	-	3
10 Excellent	10.3%	9.4%	-	7.9%
	9	7	2	9
	23.1%	21.9%	33.3%	23.7%
	23	19	4	23
	59.0%	59.4%	66.7%	60.5%
TOTAL NON-RESPONSES	3	2	1	3
	7.7%	6.2%	16.7%	7.9%
TOTAL ANSWERING	39	32	6	38
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.449-----> .8356*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q31. Respondent Handles this Bill				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1	1	-	1
6	2.6%	3.4%	-	3.1%
7	2	1	1	2
8	5.1%	3.4%	33.3%	6.2%
9	4	3	-	3
10 Excellent	10.3%	10.3%	-	9.4%
	9	7	-	7
	23.1%	24.1%	-	21.9%
	23	17	2	19
	59.0%	58.6%	66.7%	59.4%
TOTAL NON-RESPONSES	3	2	-	2
	7.7%	6.9%	-	6.2%
TOTAL ANSWERING	39	29	3	32
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.053-----> .2819*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q38. Number of Employees						
Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total	
(A)	(B)	(C)	(D)	(E)	(F)	
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	1	1	-	-	-	1
6	2.6%	4.2%	-	-	-	2.7%
7	2	2	-	-	-	2
8	5.1%	8.3%	-	-	-	5.4%
9	4	1	2	1	-	4
10 Excellent	10.3%	4.2%	20.0%	33.3%	-	10.8%
	9	6	2	1	-	9
	23.1%	25.0%	20.0%	33.3%	-	24.3%
	23	14	6	1	-	21
	59.0%	58.3%	60.0%	33.3%	-	56.8%
TOTAL NON-RESPONSES	3	2	-	-	-	2
	7.7%	8.3%	-	-	-	5.4%
TOTAL ANSWERING	39	24	10	3	-	37
	100.0%	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.294-----> .7257*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1	-	-	-	-	1	1
6	2.6%	-	-	-	-	6.2%	2.6%
7	2	-	-	1	-	1	2
8	5.1%	1	-	16.7%	-	6.2%	5.3%
9	4	20.0%	-	2	-	1	4
10 Excellent	10.3%	1	1	33.3%	3	6.2%	10.5%
	9	20.0%	20.0%	1	50.0%	3	9
	23.1%	3	4	16.7%	3	18.8%	23.7%
	23	60.0%	80.0%	33.3%	50.0%	62.5%	57.9%
	59.0%						
TOTAL NON-RESPONSES	3	1	1	-	-	1	3
	7.7%	20.0%	20.0%	-	-	6.2%	7.9%
TOTAL ANSWERING	39	5	5	6	6	16	38
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----11.831----->						
	.7555*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1	1	-	1
6	2.6%	5.0%	-	2.6%
7	2	2	-	2
8	5.1%	10.0%	-	5.1%
9	4	1	3	4
10 Excellent	10.3%	5.0%	15.8%	10.3%
	9	3	6	9
	23.1%	15.0%	31.6%	23.1%
	23	13	10	23
	59.0%	65.0%	52.6%	59.0%
TOTAL NON-RESPONSES	3	2	1	3
	7.7%	10.0%	5.3%	7.7%
TOTAL ANSWERING	39	20	19	39
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.369-----> .2515*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q6. Number of Power Interruptions Lasting Less than One Minute							
Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	3	-	1	2	-	-	3
6	7.9%	-	10.0%	22.2%	-	-	9.7%
7	1	-	-	-	-	-	-
8	2.6%	2	1	2	-	-	5
9	18.4%	18.2%	10.0%	22.2%	-	-	16.1%
10 Excellent	7	4	1	1	-	-	6
	18.4%	36.4%	10.0%	11.1%	-	-	19.4%
	20	5	7	4	1	-	17
	52.6%	45.5%	70.0%	44.4%	100.0%	-	54.8%
TOTAL NON-RESPONSES	4	2	1	-	-	-	3
	10.5%	18.2%	10.0%	-	-	-	9.7%
TOTAL ANSWERING	38	11	10	9	1	-	31
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----7.007----->						
	.6364*						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q8. Number of Power Outages Lasting More than One Minute							
Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	3	1	-	2	-	-	3
6	7.9%	12.5%	-	28.6%	-	-	9.4%
7	-	-	-	-	-	-	-
8	1	-	-	-	-	-	-
9	2.6%	-	-	-	-	-	-
10 Excellent	7	1	2	2	1	-	6
	18.4%	12.5%	13.3%	28.6%	100.0%	-	18.8%
	7	3	3	-	-	-	6
	18.4%	37.5%	20.0%	-	-	-	18.8%
	20	3	10	3	-	1	17
	52.6%	37.5%	66.7%	42.9%	-	100.0%	53.1%
TOTAL NON-RESPONSES	4	1	1	-	-	-	2
	10.5%	12.5%	6.7%	-	-	-	6.2%
TOTAL ANSWERING	38	8	15	7	1	1	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----14.068----->						
	.2964*						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q9. Last Time an Outage Lasted More than One Minute								
	Frequency	4Q 2019	3Q 2019	2Q 2019	1Q 2019	4Q 2018	Prior to 4Q 2018	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	3	-	-	1	-	-	-	1
6	7.9%	-	-	14.3%	-	-	-	7.1%
7	-	-	-	-	-	-	-	-
8	1	-	-	-	-	-	-	-
9	2.6%	-	1	2	-	-	-	3
10 Excellent	7	-	14.3%	28.6%	-	-	-	21.4%
	18.4%	-	14.3%	14.3%	-	-	-	14.3%
	7	-	5	3	-	-	-	8
	18.4%	-	71.4%	42.9%	-	-	-	57.1%
	20	-	5	3	-	-	-	8
	52.6%	-	71.4%	42.9%	-	-	-	57.1%
TOTAL NON-RESPONSES	4	-	1	-	-	-	-	1
	10.5%	-	14.3%	-	-	-	-	7.1%
TOTAL ANSWERING	38	-	7	7	-	-	-	14
	100.0%	-	100.0%	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.833-----> .6077*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

		Q10. Length (in hours) of Last Outage.					Cross Tab Total
		less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	
		(A)	(B)	(C)	(D)	(E)	(F)
0 Poor		-	-	-	-	-	-
1		-	-	-	-	-	-
2		-	-	-	-	-	-
3		-	-	-	-	-	-
4		-	-	-	-	-	-
5		3	2	-	-	-	2
6		7.9%	12.5%	-	-	-	9.1%
7		-	-	-	-	-	-
8		1	-	-	-	-	-
9		2.6%	-	-	-	-	-
10 Excellent		7	2	2	-	-	4
		18.4%	12.5%	33.3%	-	-	18.2%
		7	2	-	-	-	2
		18.4%	12.5%	-	-	-	9.1%
		20	10	4	-	-	14
		52.6%	62.5%	66.7%	-	-	63.6%
TOTAL NON-RESPONSES		4	-	1	-	-	1
		10.5%	-	16.7%	-	-	4.5%
TOTAL ANSWERING		38	16	6	-	-	22
		100.0%	100.0%	100.0%	-	-	100.0%
CHI-SQUARE SIGNIFICANCE		<-----2.554----->					
		.4657*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

		Q11. Length (in hours) of Shortest OutageLasting More than One Minute.						
		Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)
0	Poor	-	-	-	-	-	-	-
1		-	-	-	-	-	-	-
2		-	-	-	-	-	-	-
3		-	-	-	-	-	-	-
4		-	-	-	-	-	-	-
5		3	2	-	-	-	-	2
6		7.9%	16.7%	-	-	-	-	16.7%
7		-	-	-	-	-	-	-
8		1	-	-	-	-	-	-
9		2.6%	-	-	-	-	-	-
10	Excellent	7	3	-	-	-	-	3
		18.4%	25.0%	-	-	-	-	25.0%
		7	1	-	-	-	-	1
		18.4%	8.3%	-	-	-	-	8.3%
		20	6	-	-	-	-	6
		52.6%	50.0%	-	-	-	-	50.0%
TOTAL NON-RESPONSES		4	-	-	-	-	-	-
		10.5%	-	-	-	-	-	-
TOTAL ANSWERING		38	12	-	-	-	-	12
		100.0%	100.0%	-	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE		<-----0-----> 1*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q12. Length (in hours) of Longest Outage Lasting More than One Minute						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	3	1	-	-	-	1
6	7.9%	16.7%	-	-	-	7.7%
7	-	-	-	-	-	-
8	1	-	-	-	-	-
9	2.6%	-	-	-	-	-
10 Excellent	7	-	2	1	-	3
	18.4%	-	40.0%	50.0%	-	23.1%
	7	1	-	-	-	1
	18.4%	16.7%	-	-	-	7.7%
	20	4	3	1	-	8
	52.6%	66.7%	60.0%	50.0%	-	61.5%
TOTAL NON-RESPONSES	4	-	1	-	-	1
	10.5%	-	20.0%	-	-	7.7%
TOTAL ANSWERING	38	6	5	2	-	13
	100.0%	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.038-----> .539*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q13. Damage due to Electrical Outage/Problem				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	3	1	2	3
6	7.9%	25.0%	5.9%	7.9%
7	-	-	-	-
8	1	1	-	1
9	2.6%	25.0%	-	2.6%
10 Excellent	7	1	6	7
	18.4%	25.0%	17.6%	18.4%
	7	-	7	7
	18.4%	-	20.6%	18.4%
	20	1	19	20
	52.6%	25.0%	55.9%	52.6%
TOTAL NON-RESPONSES	4	-	3	3
	10.5%	-	8.8%	7.9%
TOTAL ANSWERING	38	4	34	38
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----11.734-----> .0194*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

		Q14. Loss or Damage Type						
		Frequency	Loss of Perishables	Loss of Equip	Business Interrupted	Personal Injury	Other	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)
0	Poor	-	-	-	-	-	-	-
1		-	-	-	-	-	-	-
2		-	-	-	-	-	-	-
3		-	-	-	-	-	-	-
4		-	-	-	-	-	-	-
5		3	-	1	-	-	-	1
6		7.9%	-	33.3%	-	-	-	33.3%
7		-	-	-	-	-	-	-
8		1	-	-	-	-	-	-
9		2.6%	-	-	-	-	-	-
10	Excellent	7	-	1	-	-	-	1
		18.4%	-	33.3%	-	-	-	33.3%
		7	-	-	-	-	-	-
		18.4%	-	-	-	-	-	-
		20	-	1	-	-	-	1
		52.6%	-	33.3%	-	-	-	33.3%
TOTAL NON-RESPONSES		4	-	-	-	-	-	-
		10.5%	-	-	-	-	-	-
TOTAL ANSWERING		38	-	3	-	-	-	3
		100.0%	-	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE		<-----.0-----> 1*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q18. Have Tried to Reach by Phone				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	3	2	1	3
6	7.9%	9.5%	5.9%	7.9%
6	-	-	-	-
7	1	1	-	1
8	2.6%	4.8%	-	2.6%
8	7	5	2	7
9	18.4%	23.8%	11.8%	18.4%
9	7	3	4	7
10 Excellent	18.4%	14.3%	23.5%	18.4%
	20	10	10	20
	52.6%	47.6%	58.8%	52.6%
TOTAL NON-RESPONSES	4	3	1	4
	10.5%	14.3%	5.9%	10.5%
TOTAL ANSWERING	38	21	17	38
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.367-----> .6686*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

		Q19. Reason for most Recent Call						
		Frequency	To report a problem	Transfer service	Payment arrangement	To get info	(Other)	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)
0	Poor	-	-	-	-	-	-	-
1		-	-	-	-	-	-	-
2		-	-	-	-	-	-	-
3		-	-	-	-	-	-	-
4		-	-	-	-	-	-	-
5		3	2	-	-	-	-	2
6		7.9%	18.2%	-	-	-	-	9.5%
7		-	-	-	-	-	-	-
8		1	-	-	1	-	-	1
9		2.6%	-	-	25.0%	-	-	4.8%
10		7	2	1	-	1	1	5
		18.4%	18.2%	33.3%	-	100.0%	50.0%	23.8%
		7	1	1	1	-	-	3
		18.4%	9.1%	33.3%	25.0%	-	-	14.3%
10	Excellent	20	6	1	2	-	1	10
		52.6%	54.5%	33.3%	50.0%	-	50.0%	47.6%
TOTAL NON-RESPONSES		4	1	-	2	-	-	3
		10.5%	9.1%	-	50.0%	-	-	14.3%
TOTAL ANSWERING		38	11	3	4	1	2	21
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE		<-----12.738-----> .6918*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q20. Call Completed using					
	Frequency	Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	3	1	-	1	2
6	7.9%	50.0%	-	11.1%	10.0%
7	1	-	1	-	1
8	2.6%	-	11.1%	-	5.0%
9	7	-	2	3	5
10 Excellent	18.4%	-	22.2%	33.3%	25.0%
	7	-	2	1	3
	18.4%	-	22.2%	11.1%	15.0%
	20	1	4	4	9
	52.6%	50.0%	44.4%	44.4%	45.0%
TOTAL NON-RESPONSES	4	-	3	-	3
	10.5%	-	33.3%	-	15.0%
TOTAL ANSWERING	38	2	9	9	20
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.827-----> .5554*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q22. Aware of Toll-Free Number to Report Power Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	3	1	1	-	2
6	7.9%	7.1%	10.0%	-	5.7%
7	1	-	-	1	1
8	2.6%	-	-	9.1%	2.9%
9	7	1	3	2	6
10 Excellent	18.4%	7.1%	30.0%	18.2%	17.1%
	7	2	2	3	7
	18.4%	14.3%	20.0%	27.3%	20.0%
	20	10	4	5	19
	52.6%	71.4%	40.0%	45.5%	54.3%
TOTAL NON-RESPONSES	4	1	1	2	4
	10.5%	7.1%	10.0%	18.2%	11.4%
TOTAL ANSWERING	38	14	10	11	35
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.781-----> .5604*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q23. 24/7 Availability by Phone in Event of Power Outage					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	3	1	1	1	3
6	7.9%	4.3%	10.0%	20.0%	7.9%
7	-	-	-	-	-
8	1	-	-	1	1
9	2.6%	-	-	20.0%	2.6%
10 Excellent	7	4	3	-	7
	18.4%	17.4%	30.0%	-	18.4%
	7	4	1	2	7
	18.4%	17.4%	10.0%	40.0%	18.4%
	20	14	5	1	20
	52.6%	60.9%	50.0%	20.0%	52.6%
TOTAL NON-RESPONSES	4	2	-	2	4
	10.5%	8.7%	-	40.0%	10.5%
TOTAL ANSWERING	38	23	10	5	38
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----12.596-----> .1265*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q24. Aware of Reports about Extended Outages to the Media					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	3	-	3	-	3
6	7.9%	-	25.0%	-	8.1%
7	1	-	-	1	1
8	2.6%	-	-	11.1%	2.7%
9	7	2	2	3	7
10 Excellent	18.4%	12.5%	16.7%	33.3%	18.9%
	7	2	2	3	7
	18.4%	12.5%	16.7%	33.3%	18.9%
	20	12	5	2	19
	52.6%	75.0%	41.7%	22.2%	51.4%
TOTAL NON-RESPONSES	4	1	-	3	4
	10.5%	6.2%	-	33.3%	10.8%
TOTAL ANSWERING	38	16	12	9	37
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----15.548-----> .0493*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q25. Aware of Different Bill Payment Options are Offered					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	3	1	-	2	3
6	7.9%	4.3%	-	16.7%	7.9%
7	1	-	-	1	1
8	2.6%	-	-	8.3%	2.6%
9	7	5	2	-	7
10 Excellent	18.4%	21.7%	66.7%	-	18.4%
	7	3	-	4	7
	18.4%	13.0%	-	33.3%	18.4%
	20	14	1	5	20
	52.6%	60.9%	33.3%	41.7%	52.6%
TOTAL NON-RESPONSES	4	1	2	1	4
	10.5%	4.3%	66.7%	8.3%	10.5%
TOTAL ANSWERING	38	23	3	12	38
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----13.224-----> .1044*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q26. Tree Trimming to Reduce Occurrence of Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	3	2	1	-	3
6	7.9%	7.1%	16.7%	-	7.9%
7	1	-	-	1	1
8	2.6%	-	-	25.0%	2.6%
9	7	4	3	-	7
10 Excellent	18.4%	14.3%	50.0%	-	18.4%
	7	5	1	1	7
	18.4%	17.9%	16.7%	25.0%	18.4%
	20	17	1	2	20
	52.6%	60.7%	16.7%	50.0%	52.6%
TOTAL NON-RESPONSES	4	2	-	2	4
	10.5%	7.1%	-	50.0%	10.5%
TOTAL ANSWERING	38	28	6	4	38
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----15.602-----> .0484*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q30. Receive a Bill at this Location				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	3	2	1	3
6	7.9%	6.2%	20.0%	8.1%
7	-	-	-	-
8	1	1	-	1
9	2.6%	3.1%	-	2.7%
10 Excellent	7	5	2	7
	18.4%	15.6%	40.0%	18.9%
	7	6	1	7
	18.4%	18.8%	20.0%	18.9%
	20	18	1	19
	52.6%	56.2%	20.0%	51.4%
TOTAL NON-RESPONSES	4	2	2	4
	10.5%	6.2%	40.0%	10.8%
TOTAL ANSWERING	38	32	5	37
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.633-----> .458*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q31. Respondent Handles this Bill				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	3	2	-	2
6	7.9%	6.9%	-	6.2%
7	-	-	-	-
8	1	1	-	1
9	2.6%	3.4%	-	3.1%
10 Excellent	7	4	1	5
	18.4%	13.8%	33.3%	15.6%
	7	6	-	6
	18.4%	20.7%	-	18.8%
	20	16	2	18
	52.6%	55.2%	66.7%	56.2%
TOTAL NON-RESPONSES	4	2	-	2
	10.5%	6.9%	-	6.2%
TOTAL ANSWERING	38	29	3	32
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.659-----> .7981*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q38. Number of Employees						
	Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	3	1	1	1	-	3
6	7.9%	4.2%	10.0%	33.3%	-	8.1%
7	-	-	-	-	-	-
8	1	1	-	-	-	1
9	2.6%	4.2%	-	-	-	2.7%
10 Excellent	7	4	3	-	-	7
	18.4%	16.7%	30.0%	-	-	18.9%
	7	5	1	1	-	7
	18.4%	20.8%	10.0%	33.3%	-	18.9%
	20	13	5	1	-	19
	52.6%	54.2%	50.0%	33.3%	-	51.4%
TOTAL NON-RESPONSES	4	2	-	-	-	2
	10.5%	8.3%	-	-	-	5.4%
TOTAL ANSWERING	38	24	10	3	-	37
	100.0%	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.708-----> .6799*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	3 7.9%	-	-	-	-	3 17.6%	3 7.9%
6	-	-	-	-	-	-	-
7	1 2.6%	-	-	-	-	1 5.9%	1 2.6%
8	7 18.4%	1 20.0%	-	1 16.7%	1 16.7%	4 23.5%	7 18.4%
9	7 18.4%	1 20.0%	1 25.0%	2 33.3%	-	3 17.6%	7 18.4%
10 Excellent	20 52.6%	3 60.0%	3 75.0%	3 50.0%	5 83.3%	6 35.3%	20 52.6%
TOTAL NON-RESPONSES	4 10.5%	1 20.0%	2 50.0%	-	-	-	3 7.9%
TOTAL ANSWERING	38 100.0%	5 100.0%	4 100.0%	6 100.0%	6 100.0%	17 100.0%	38 100.0%
CHI-SQUARE SIGNIFICANCE	<-----10.367-----> .8468*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	3	1	2	3
6	7.9%	5.3%	10.5%	7.9%
7	-	-	-	-
8	1	1	-	1
9	2.6%	5.3%	-	2.6%
10 Excellent	7	4	3	7
	18.4%	21.1%	15.8%	18.4%
	7	1	6	7
	18.4%	5.3%	31.6%	18.4%
	20	12	8	20
	52.6%	63.2%	42.1%	52.6%
TOTAL NON-RESPONSES	4	3	1	4
	10.5%	15.8%	5.3%	10.5%
TOTAL ANSWERING	38	19	19	38
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.848-----> .2108*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

Q6. Number of Power Interruptions Lasting Less than One Minute							
Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2	-	-	2	-	-	2
6	5.1%	-	-	22.2%	-	-	6.2%
7	-	-	-	-	-	-	-
8	3	-	-	-	-	-	-
9	7.7%	-	-	-	-	-	-
10 Excellent	4	1	2	-	-	-	3
	10.3%	9.1%	18.2%	-	-	-	9.4%
	7	4	-	2	-	-	6
	17.9%	36.4%	-	22.2%	-	-	18.8%
	23	6	9	5	1	-	21
	59.0%	54.5%	81.8%	55.6%	100.0%	-	65.6%
TOTAL NON-RESPONSES	3	2	-	-	-	-	2
	7.7%	18.2%	-	-	-	-	6.2%
TOTAL ANSWERING	39	11	11	9	1	-	32
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----12.052----->						
	.2104*						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

Q8. Number of Power Outages Lasting More than One Minute							
Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2	-	-	2	-	-	2
6	5.1%	-	-	28.6%	-	-	6.1%
7	3	-	1	-	-	-	1
8	7.7%	-	6.7%	-	-	-	3.0%
9	4	1	2	-	-	-	3
10 Excellent	10.3%	11.1%	13.3%	-	-	-	9.1%
	7	3	1	1	1	-	6
	17.9%	33.3%	6.7%	14.3%	100.0%	-	18.2%
	23	5	11	4	-	1	21
	59.0%	55.6%	73.3%	57.1%	-	100.0%	63.6%
TOTAL NON-RESPONSES	3	-	1	-	-	-	1
	7.7%	-	6.7%	-	-	-	3.0%
TOTAL ANSWERING	39	9	15	7	1	1	33
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----17.141----->						
	.3765*						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

Q9. Last Time an Outage Lasted More than One Minute								
	Frequency	4Q 2019	3Q 2019	2Q 2019	1Q 2019	4Q 2018	Prior to 4Q 2018	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	2	-	-	1	-	-	-	1
6	5.1%	-	-	14.3%	-	-	-	6.7%
7	3	-	-	-	-	-	-	-
8	7.7%	-	1	1	-	-	-	2
9	4	-	12.5%	14.3%	-	-	-	13.3%
10 Excellent	7	-	2	-	-	-	-	2
	17.9%	-	25.0%	5	-	-	-	13.3%
	23	-	5	5	-	-	-	10
	59.0%	-	62.5%	71.4%	-	-	-	66.7%
TOTAL NON-RESPONSES	3	-	-	-	-	-	-	-
	7.7%	-	-	-	-	-	-	-
TOTAL ANSWERING	39	-	8	7	-	-	-	15
	100.0%	-	100.0%	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.946----->							
	.4*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

		Q10. Length (in hours) of Last Outage.					Cross Tab Total
		less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	
		(A)	(B)	(C)	(D)	(E)	(F)
0 Poor		-	-	-	-	-	-
1		-	-	-	-	-	-
2		-	-	-	-	-	-
3		-	-	-	-	-	-
4		-	-	-	-	-	-
5		2	2	-	-	-	2
6		5.1%	12.5%	-	-	-	8.7%
7		-	-	-	-	-	-
8		3	-	2	-	-	2
9		7.7%	-	28.6%	-	-	8.7%
10 Excellent		4	1	1	-	-	2
		10.3%	6.2%	14.3%	-	-	8.7%
		7	2	-	-	-	2
		17.9%	12.5%	-	-	-	8.7%
		23	11	4	-	-	15
		59.0%	68.8%	57.1%	-	-	65.2%
TOTAL NON-RESPONSES		3	-	-	-	-	-
		7.7%	-	-	-	-	-
TOTAL ANSWERING		39	16	7	-	-	23
		100.0%	100.0%	100.0%	-	-	100.0%
CHI-SQUARE SIGNIFICANCE		<-----6.784----->					
		.1478*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

		Q11. Length (in hours) of Shortest OutageLasting More than One Minute.						
		Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)
0	Poor	-	-	-	-	-	-	-
1		-	-	-	-	-	-	-
2		-	-	-	-	-	-	-
3		-	-	-	-	-	-	-
4		-	-	-	-	-	-	-
5		2	2	-	-	-	-	2
6		5.1%	16.7%	-	-	-	-	16.7%
7		-	-	-	-	-	-	-
8		3	1	-	-	-	-	1
9		7.7%	8.3%	-	-	-	-	8.3%
10		4	-	-	-	-	-	-
		10.3%	-	-	-	-	-	-
9		7	2	-	-	-	-	2
10	Excellent	17.9%	16.7%	-	-	-	-	16.7%
		23	7	-	-	-	-	7
		59.0%	58.3%	-	-	-	-	58.3%
TOTAL NON-RESPONSES		3	-	-	-	-	-	-
		7.7%	-	-	-	-	-	-
TOTAL ANSWERING		39	12	-	-	-	-	12
		100.0%	100.0%	-	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE		<-----0-----> 1*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

		Q12. Length (in hours) of Longest Outage Lasting More than One Minute						
		Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)
0	Poor	-	-	-	-	-	-	-
1		-	-	-	-	-	-	-
2		-	-	-	-	-	-	-
3		-	-	-	-	-	-	-
4		-	-	-	-	-	-	-
5		2	1	-	-	-	-	1
6		5.1%	16.7%	-	-	-	-	7.1%
7		-	-	-	-	-	-	-
8		3	-	1	1	-	-	2
9		7.7%	-	16.7%	50.0%	-	-	14.3%
10	Excellent	4	-	-	-	-	-	-
		10.3%	-	-	-	-	-	-
		7	1	1	-	-	-	2
		17.9%	16.7%	16.7%	-	-	-	14.3%
		23	4	4	1	-	-	9
		59.0%	66.7%	66.7%	50.0%	-	-	64.3%
TOTAL NON-RESPONSES		3	-	-	-	-	-	-
		7.7%	-	-	-	-	-	-
TOTAL ANSWERING		39	6	6	2	-	-	14
		100.0%	100.0%	100.0%	100.0%	-	-	100.0%
CHI-SQUARE SIGNIFICANCE		<-----4.407-----> .6217*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

Q13. Damage due to Electrical Outage/Problem				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	1	1	2
6	5.1%	25.0%	2.9%	5.1%
7	-	-	-	-
8	3	1	2	3
9	7.7%	25.0%	5.7%	7.7%
10 Excellent	4	-	4	4
	10.3%	-	11.4%	10.3%
	7	-	7	7
	17.9%	-	20.0%	17.9%
	23	2	21	23
	59.0%	50.0%	60.0%	59.0%
TOTAL NON-RESPONSES	3	-	2	2
	7.7%	-	5.7%	5.1%
TOTAL ANSWERING	39	4	35	39
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.486-----> .1657*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

		Q14. Loss or Damage Type						
		Frequency	Loss of Perishables	Loss of Equip	Business Interrupted	Personal Injury	Other	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)
0	Poor	-	-	-	-	-	-	-
1		-	-	-	-	-	-	-
2		-	-	-	-	-	-	-
3		-	-	-	-	-	-	-
4		-	-	-	-	-	-	-
5		2	-	1	-	-	-	1
6		5.1%	-	33.3%	-	-	-	33.3%
7		-	-	-	-	-	-	-
8		3	-	-	-	-	-	-
9		7.7%	-	-	-	-	-	-
10	Excellent	4	-	-	-	-	-	-
		10.3%	-	-	-	-	-	-
		7	-	-	-	-	-	-
		17.9%	-	-	-	-	-	-
		23	-	2	-	-	-	2
		59.0%	-	66.7%	-	-	-	66.7%
TOTAL NON-RESPONSES		3	-	-	-	-	-	-
		7.7%	-	-	-	-	-	-
TOTAL ANSWERING		39	-	3	-	-	-	3
		100.0%	-	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE		<-----0----->						
		1*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

Q18. Have Tried to Reach by Phone				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	2	-	2
6	5.1%	8.7%	-	5.1%
7	3	2	1	3
8	7.7%	8.7%	6.2%	7.7%
9	4	2	2	4
10 Excellent	10.3%	8.7%	12.5%	10.3%
	7	5	2	7
	17.9%	21.7%	12.5%	17.9%
	23	12	11	23
	59.0%	52.2%	68.8%	59.0%
TOTAL NON-RESPONSES	3	1	2	3
	7.7%	4.3%	12.5%	7.7%
TOTAL ANSWERING	39	23	16	39
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.486-----> .6471*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

	Q19. Reason for most Recent Call						Cross Tab Total
	Frequency	To report a problem	Transfer service	Payment arrangement	To get info	(Other)	
	(A)	(B)	(C)	(D)	(E)	(F)	
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2	2	-	-	-	-	2
6	5.1%	16.7%	-	-	-	-	8.7%
7	3	1	-	1	-	-	2
8	7.7%	8.3%	-	20.0%	-	1	8.7%
9	4	1	-	-	-	50.0%	2
10 Excellent	10.3%	8.3%	-	-	-	-	8.7%
	7	1	2	1	1	-	5
	17.9%	8.3%	66.7%	20.0%	100.0%	-	21.7%
	23	7	1	3	-	1	12
	59.0%	58.3%	33.3%	60.0%	-	50.0%	52.2%
TOTAL NON-RESPONSES	3	-	-	1	-	-	1
	7.7%	-	-	20.0%	-	-	4.3%
TOTAL ANSWERING	39	12	3	5	1	2	23
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----15.71----->						
	.4734*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

Q20. Call Completed using					
	Frequency	Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	1	-	1	2
6	5.1%	50.0%	-	11.1%	9.1%
7	3	1	1	-	2
8	7.7%	50.0%	9.1%	-	9.1%
9	4	-	-	2	2
10 Excellent	10.3%	-	-	22.2%	9.1%
	7	-	3	2	5
	17.9%	-	27.3%	22.2%	22.7%
	23	-	7	4	11
	59.0%	-	63.6%	44.4%	50.0%
TOTAL NON-RESPONSES	3	-	1	-	1
	7.7%	-	9.1%	-	4.5%
TOTAL ANSWERING	39	2	11	9	22
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----14.131-----> .0784*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

Q22. Aware of Toll-Free Number to Report Power Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	1	-	-	1
6	5.1%	6.7%	-	-	2.8%
7	3	-	1	2	3
8	7.7%	-	11.1%	16.7%	8.3%
9	4	1	-	3	4
10 Excellent	10.3%	6.7%	-	25.0%	11.1%
	7	3	2	2	7
	17.9%	20.0%	22.2%	16.7%	19.4%
	23	10	6	5	21
	59.0%	66.7%	66.7%	41.7%	58.3%
TOTAL NON-RESPONSES	3	-	2	1	3
	7.7%	-	22.2%	8.3%	8.3%
TOTAL ANSWERING	39	15	9	12	36
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----8.026-----> .4309*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

Q23. 24/7 Availability by Phone in Event of Power Outage					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	1	1	-	2
6	5.1%	4.0%	12.5%	-	5.1%
7	3	2	-	1	3
8	7.7%	8.0%	-	16.7%	7.7%
9	4	2	2	-	4
10 Excellent	10.3%	8.0%	25.0%	-	10.3%
	7	4	1	2	7
	17.9%	16.0%	12.5%	33.3%	17.9%
	23	16	4	3	23
	59.0%	64.0%	50.0%	50.0%	59.0%
TOTAL NON-RESPONSES	3	-	2	1	3
	7.7%	-	25.0%	16.7%	7.7%
TOTAL ANSWERING	39	25	8	6	39
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.174-----> .6278*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

Q24. Aware of Reports about Extended Outages to the Media					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	-	2	-	2
6	5.1%	-	16.7%	-	5.3%
7	3	-	-	3	3
8	7.7%	-	-	33.3%	7.9%
9	4	2	1	1	4
10 Excellent	10.3%	11.8%	8.3%	11.1%	10.5%
	7	1	3	3	7
	17.9%	5.9%	25.0%	33.3%	18.4%
	23	14	6	2	22
	59.0%	82.4%	50.0%	22.2%	57.9%
TOTAL NON-RESPONSES	3	-	-	3	3
	7.7%	-	-	33.3%	7.9%
TOTAL ANSWERING	39	17	12	9	38
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----20.766-----> .0078*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

Q25. Aware of Different Bill Payment Options are Offered					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	-	-	2	2
6	5.1%	-	-	20.0%	5.1%
7	3	1	1	1	3
8	7.7%	4.2%	20.0%	10.0%	7.7%
9	4	3	1	-	4
10 Excellent	10.3%	12.5%	20.0%	-	10.3%
	7	3	1	3	7
	17.9%	12.5%	20.0%	30.0%	17.9%
	23	17	2	4	23
	59.0%	70.8%	40.0%	40.0%	59.0%
TOTAL NON-RESPONSES	3	-	-	3	3
	7.7%			30.0%	7.7%
TOTAL ANSWERING	39	24	5	10	39
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----11.554-----> .1722*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

Q26. Tree Trimming to Reduce Occurrence of Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	1	1	-	2
6	5.1%	3.4%	20.0%	-	5.1%
7	3	1	-	2	3
8	7.7%	3.4%	-	40.0%	7.7%
9	4	2	2	-	4
10 Excellent	10.3%	6.9%	40.0%	-	10.3%
	7	4	2	1	7
	17.9%	13.8%	40.0%	20.0%	17.9%
	23	21	-	2	23
	59.0%	72.4%	-	40.0%	59.0%
TOTAL NON-RESPONSES	3	1	1	1	3
	7.7%	3.4%	20.0%	20.0%	7.7%
TOTAL ANSWERING	39	29	5	5	39
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----21.353-----> .0063*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

Q30. Receive a Bill at this Location				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	2	-	2
6	5.1%	6.5%	-	5.3%
7	-	-	-	-
8	3	2	1	3
9	7.7%	6.5%	14.3%	7.9%
10 Excellent	4	3	1	4
	10.3%	9.7%	14.3%	10.5%
	7	6	1	7
	17.9%	19.4%	14.3%	18.4%
	23	18	4	22
	59.0%	58.1%	57.1%	57.9%
TOTAL NON-RESPONSES	3	3	-	3
	7.7%	9.7%	-	7.9%
TOTAL ANSWERING	39	31	7	38
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.091-----> .8957*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

Q31. Respondent Handles this Bill				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	2	-	2
6	5.1%	7.1%	-	6.5%
7	-	-	-	-
8	3	2	-	2
9	7.7%	7.1%	-	6.5%
10 Excellent	4	3	-	3
	10.3%	10.7%	-	9.7%
	7	5	1	6
	17.9%	17.9%	33.3%	19.4%
	23	16	2	18
	59.0%	57.1%	66.7%	58.1%
TOTAL NON-RESPONSES	3	3	-	3
	7.7%	10.7%	-	9.7%
TOTAL ANSWERING	39	28	3	31
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.128-----> .8899*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

Q38. Number of Employees						
	Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	2	1	-	1	-	2
6	5.1%	4.3%	-	33.3%	-	5.6%
7	-	-	-	-	-	-
8	3	3	-	-	-	3
9	7.7%	13.0%	-	-	-	8.3%
10 Excellent	4	1	3	-	-	4
	10.3%	4.3%	30.0%	-	-	11.1%
	7	4	2	1	-	7
	17.9%	17.4%	20.0%	33.3%	-	19.4%
	23	14	5	1	-	20
	59.0%	60.9%	50.0%	33.3%	-	55.6%
TOTAL NON-RESPONSES	3	3	-	-	-	3
	7.7%	13.0%	-	-	-	8.3%
TOTAL ANSWERING	39	23	10	3	-	36
	100.0%	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----11.758----->					
	.1623*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2	-	-	-	-	2	2
6	5.1%	-	-	-	-	12.5%	5.3%
7	3	-	-	-	1	2	3
8	7.7%	-	-	-	16.7%	12.5%	7.9%
9	4	-	-	-	-	4	4
	10.3%	-	-	-	-	25.0%	10.5%
	7	1	1	2	1	2	7
	17.9%	20.0%	16.7%	40.0%	16.7%	12.5%	18.4%
10 Excellent	23	4	5	3	4	6	22
	59.0%	80.0%	83.3%	60.0%	66.7%	37.5%	57.9%
TOTAL NON-RESPONSES	3	1	-	1	-	1	3
	7.7%	20.0%	-	20.0%	-	6.2%	7.9%
TOTAL ANSWERING	39	5	6	5	6	16	38
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----14.449----->						
	.5653*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	1	1	2
6	5.1%	4.8%	5.6%	5.1%
7	-	-	-	-
8	3	2	1	3
9	7.7%	9.5%	5.6%	7.7%
10 Excellent	4	1	3	4
	10.3%	4.8%	16.7%	10.3%
	7	3	4	7
	17.9%	14.3%	22.2%	17.9%
	23	14	9	23
	59.0%	66.7%	50.0%	59.0%
TOTAL NON-RESPONSES	3	1	2	3
	7.7%	4.8%	11.1%	7.7%
TOTAL ANSWERING	39	21	18	39
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.346-----> .6724*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q18. In the past 12 months, have you tried to reach <utiln > by phone?

Q6. Number of Power Interruptions Lasting Less than One Minute							
Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Yes	24 57.1%	9 69.2%	5 45.5%	7 77.8%	-	-	21 61.8%
No	18 42.9%	4 30.8%	6 54.5%	2 22.2%	1 100.0%	-	13 38.2%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	13 100.0%	11 100.0%	9 100.0%	1 100.0%	-	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.139-----> .2469*						

Comparison Groups: BCDEFG

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q18. In the past 12 months, have you tried to reach <utiln > by phone?

	Q38. Number of Employees					Cross Tab Total
	Frequency	1 to 4	5 to 25	26 to 100	over 100	
	(A)	(B)	(C)	(D)	(E)	(F)
Yes	24 57.1%	14 53.8%	7 70.0%	2 66.7%	-	23 59.0%
No	18 42.9%	12 46.2%	3 30.0%	1 33.3%	-	16 41.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	26 100.0%	10 100.0%	3 100.0%	-	39 100.0%
CHI-SQUARE SIGNIFICANCE	<-----.858-----> .651*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q18. In the past 12 months, have you tried to reach <utiln > by phone?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Yes	24 57.1%	5 83.3%	3 50.0%	3 50.0%	4 66.7%	9 52.9%	24 58.5%
No	18 42.9%	1 16.7%	3 50.0%	3 50.0%	2 33.3%	8 47.1%	17 41.5%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	6 100.0%	6 100.0%	6 100.0%	6 100.0%	17 100.0%	41 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.263-----> .6875*						

Comparison Groups: BCDEF

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q18. In the past 12 months, have you tried to reach <utiln > by phone?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
Yes	24 57.1%	15 68.2%	9 45.0%	24 57.1%
No	18 42.9%	7 31.8%	11 55.0%	18 42.9%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42 100.0%	22 100.0%	20 100.0%	42 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.299-----> .1295			

Comparison Groups: BC

Q19. What was the reason for your most recent call?

Q6. Number of Power Interruptions Lasting Less than One Minute							
Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
(To report a power problem, outage, or downed wire)	12 50.0%	3 33.3%	2 40.0%	6 85.7%	-	-	11 52.4%
(To make a payment arrangement or other billing question)	6 25.0%	5 55.6%	-	-	-	-	5 23.8%
(To stop, start or transfer service)	3 12.5%	1 11.1%	1 20.0%	-	-	-	2 9.5%
(Other)	2 8.3%	-	2 40.0%	-	-	-	2 9.5%
(To get information about locations, programs or services)	1 4.2%	-	-	1 14.3%	-	-	1 4.8%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	9 100.0%	5 100.0%	7 100.0%	-	-	21 100.0%
CHI-SQUARE SIGNIFICANCE	<-----18.588 .0172*----->						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

	Q38. Number of Employees					Cross Tab Total
	Frequency	1 to 4	5 to 25	26 to 100	over 100	
	(A)	(B)	(C)	(D)	(E)	(F)
(To report a power problem, outage, or downed wire)	12 50.0%	6 42.9%	4 57.1%	2 100.0%	-	12 52.2%
(To make a payment arrangement or other billing question)	6 25.0%	5 35.7%	-	-	-	5 21.7%
(To stop, start or transfer service)	3 12.5%	2 14.3%	1 14.3%	-	-	3 13.0%
(Other)	2 8.3%	-	2 28.6%	-	-	2 8.7%
(To get information about locations, programs or services)	1 4.2%	1 7.1%	-	-	-	1 4.3%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	14 100.0%	7 100.0%	2 100.0%	-	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----9.857-----> .2752*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
(To report a power problem, outage, or downed wire)	12 50.0%	1 20.0%	1 33.3%	2 66.7%	2 50.0%	6 66.7%	12 50.0%
(To make a payment arrangement or other billing question)	6 25.0%	2 40.0%	1 33.3%	-	1 25.0%	2 22.2%	6 25.0%
(To stop, start or transfer service)	3 12.5%	1 20.0%	1 33.3%	1 33.3%	-	-	3 12.5%
(Other)	2 8.3%	1 20.0%	-	-	-	1 11.1%	2 8.3%
(To get information about locations, programs or services)	1 4.2%	-	-	-	1 25.0%	-	1 4.2%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	5 100.0%	3 100.0%	3 100.0%	4 100.0%	9 100.0%	24 100.0%
CHI-SQUARE SIGNIFICANCE	<-----13.711-----> .6202*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

	Q40. Gender			Cross Tab Total
	Frequency (A)	(Male) (B)	(Female) (C)	
(To report a power problem, outage, or downed wire)	12 50.0%	6 40.0%	6 66.7%	12 50.0%
(To make a payment arrangement or other billing question)	6 25.0%	5 33.3%	1 11.1%	6 25.0%
(To stop, start or transfer service)	3 12.5%	3 20.0%	-	3 12.5%
(Other)	2 8.3%	-	2 22.2%	2 8.3%
(To get information about locations, programs or services)	1 4.2%	1 6.7%	-	1 4.2%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	24 100.0%	15 100.0%	9 100.0%	24 100.0%
CHI-SQUARE SIGNIFICANCE	<-----7.644-----> .1055*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

Q6. Number of Power Interruptions Lasting Less than One Minute							
	Frequency	Zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Customer Service Rep only	12 52.2%	5 55.6%	3 60.0%	2 33.3%	-	-	-
Both	9 39.1%	4 44.4%	2 40.0%	3 50.0%	-	-	-
Automatic Telephone Response System only	2 8.7%	-	-	1 16.7%	-	-	-
TOTAL NON-RESPONSES	1 4.3%	-	-	1 16.7%	-	-	-
TOTAL ANSWERING	23 100.0%	9 100.0%	5 100.0%	6 100.0%	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----2.884-----> .5774*						

Comparison Groups: BCDEFG

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
Customer Service Rep only	12 52.2%	8 57.1%	3 50.0%	-	-	11 50.0%
Both	9 39.1%	5 35.7%	3 50.0%	1 50.0%	-	9 40.9%
Automatic Telephone Response System only	2 8.7%	1 7.1%	-	1 50.0%	-	2 9.1%
TOTAL NON-RESPONSES	1 4.3%	-	1 16.7%	-	-	1 4.5%
TOTAL ANSWERING	23 100.0%	14 100.0%	6 100.0%	2 100.0%	-	22 100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.683-----> .2241*					

Comparison Groups: BCDE

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	
Customer Service Rep only	12 52.2%	4 80.0%	3 100.0%	1 33.3%	1 25.0%	3 37.5%	12 52.2%
Both	9 39.1%	1 20.0%	-	2 66.7%	2 50.0%	4 50.0%	9 39.1%
Automatic Telephone Response System only	2 8.7%	-	-	-	1 25.0%	1 12.5%	2 8.7%
TOTAL NON-RESPONSES	1 4.3%	-	-	-	-	1 12.5%	1 4.3%
TOTAL ANSWERING	23 100.0%	5 100.0%	3 100.0%	3 100.0%	4 100.0%	8 100.0%	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----8.055-----> .4281*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
Customer Service Rep only	12 52.2%	9 60.0%	3 37.5%	12 52.2%
Both	9 39.1%	6 40.0%	3 37.5%	9 39.1%
Automatic Telephone Response System only	2 8.7%	-	2 25.0%	2 8.7%
TOTAL NON-RESPONSES	1 4.3%	-	1 12.5%	1 4.3%
TOTAL ANSWERING	23 100.0%	15 100.0%	8 100.0%	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.265-----> .1186*			

Comparison Groups: BC

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

Q6. Number of Power Interruptions Lasting Less than One Minute								
	Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	1 4.3%	-	-	1 16.7%	-	-	-	1 5.0%
5	1 4.3%	1 11.1%	-	-	-	-	-	1 5.0%
6	1 4.3%	-	-	-	-	-	-	-
7	1 4.3%	-	-	1 16.7%	-	-	-	1 5.0%
8	1 4.3%	-	-	-	-	-	-	-
9	5 21.7%	2 22.2%	1 20.0%	1 16.7%	-	-	-	4 20.0%
10 Excellent	13 56.5%	6 66.7%	4 80.0%	3 50.0%	-	-	-	13 65.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	23 100.0%	9 100.0%	5 100.0%	6 100.0%	-	-	-	20 100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.329-----> .6104*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

		Q8. Number of Power Outages Lasting More than One Minute							
		Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor		-	-	-	-	-	-	-	-
1		-	-	-	-	-	-	-	-
2		-	-	-	-	-	-	-	-
3		-	-	-	-	-	-	-	-
4		1	-	-	1	-	-	-	1
		4.3%			20.0%				5.3%
5		1	1	-	-	-	-	-	1
		4.3%	20.0%						5.3%
6		1	-	-	-	-	-	-	-
		4.3%							
7		1	-	-	1	-	-	-	1
		4.3%			20.0%				5.3%
8		1	-	-	-	-	-	-	-
		4.3%							
9		5	1	2	1	-	-	-	4
		21.7%	20.0%	25.0%	20.0%				21.1%
10 Excellent		13	3	6	2	1	-	-	12
		56.5%	60.0%	75.0%	40.0%	100.0%			63.2%
TOTAL NON-RESPONSES		-	-	-	-	-	-	-	-
TOTAL ANSWERING		23	5	8	5	1	-	-	19
		100.0%	100.0%	100.0%	100.0%	100.0%			100.0%
CHI-SQUARE SIGNIFICANCE		<-----9.5-----> .6597*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

Q9. Last Time an Outage Lasted More than One Minute								
	Frequency	4Q 2019	3Q 2019	2Q 2019	1Q 2019	4Q 2018	Prior to 4Q 2018	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	1 4.3%	-	-	1 20.0%	-	-	-	1 10.0%
5	1 4.3%	-	-	-	-	-	-	-
6	1 4.3%	-	-	-	-	-	-	-
7	1 4.3%	-	-	-	-	-	-	-
8	1 4.3%	-	-	-	-	-	-	-
9	5 21.7%	-	2 40.0%	1 20.0%	-	-	-	3 30.0%
10 Excellent	13 56.5%	-	3 60.0%	3 60.0%	-	-	-	6 60.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	23 100.0%	-	5 100.0%	5 100.0%	-	-	-	10 100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.333-----> .5134*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

		Q10. Length (in hours) of Last Outage.					Cross Tab Total
		less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	
		(A)	(B)	(C)	(D)	(E)	(F)
0 Poor		-	-	-	-	-	-
1		-	-	-	-	-	-
2		-	-	-	-	-	-
3		-	-	-	-	-	-
4		1 4.3%	1 11.1%	-	-	-	1 7.1%
5		1 4.3%	-	-	-	-	-
6		1 4.3%	-	-	-	-	-
7		1 4.3%	1 11.1%	-	-	-	1 7.1%
8		1 4.3%	-	1 20.0%	-	-	1 7.1%
9		5 21.7%	3 33.3%	-	-	-	3 21.4%
10 Excellent		13 56.5%	4 44.4%	4 80.0%	-	-	8 57.1%
TOTAL NON-RESPONSES		-	-	-	-	-	-
TOTAL ANSWERING		23 100.0%	9 100.0%	5 100.0%	-	-	14 100.0%
CHI-SQUARE SIGNIFICANCE		<-----5.289-----> .2589*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln> meet your needs during this phone call?

Q11. Length (in hours) of Shortest OutageLasting More than One Minute.						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	1 4.3%	1 11.1%	-	-	-	1 11.1%
5	1 4.3%	-	-	-	-	-
6	1 4.3%	-	-	-	-	-
7	1 4.3%	1 11.1%	-	-	-	1 11.1%
8	1 4.3%	-	-	-	-	-
9	5 21.7%	2 22.2%	-	-	-	2 22.2%
10 Excellent	13 56.5%	5 55.6%	-	-	-	5 55.6%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	23 100.0%	9 100.0%	-	-	-	9 100.0%
CHI-SQUARE SIGNIFICANCE	<-----0-----> 1*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

Q12. Length (in hours) of Longest Outage Lasting More than One Minute						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	1 4.3%	-	-	-	-	-
5	1 4.3%	-	-	-	-	-
6	1 4.3%	-	-	-	-	-
7	1 4.3%	1 20.0%	-	-	-	1 9.1%
8	1 4.3%	-	1 20.0%	-	-	1 9.1%
9	5 21.7%	1 20.0%	1 20.0%	-	-	2 18.2%
10 Excellent	13 56.5%	3 60.0%	3 60.0%	1 100.0%	-	7 63.6%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	23 100.0%	5 100.0%	5 100.0%	1 100.0%	-	11 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.829-----> .83*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

Q13. Damage due to Electrical Outage/Problem				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	1 4.3%	-	1 5.6%	1 4.5%
5	1 4.3%	-	1 5.6%	1 4.5%
6	1 4.3%	1 25.0%	-	1 4.5%
7	1 4.3%	1 25.0%	-	1 4.5%
8	1 4.3%	-	1 5.6%	1 4.5%
9	5 21.7%	-	5 27.8%	5 22.7%
10 Excellent	13 56.5%	2 50.0%	10 55.6%	12 54.5%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	23 100.0%	4 100.0%	18 100.0%	22 100.0%
CHI-SQUARE SIGNIFICANCE	<-----10.796-----> .0949*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln> meet your needs during this phone call?

		Q14. Loss or Damage Type						
		Frequency	Loss of Perishables	Loss of Equip	Business Interrupted	Personal Injury	Other	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)
0	Poor	-	-	-	-	-	-	-
1		-	-	-	-	-	-	-
2		-	-	-	-	-	-	-
3		-	-	-	-	-	-	-
4		1	-	-	-	-	-	-
		4.3%						
5		1	-	-	-	-	-	-
		4.3%						
6		1	-	-	-	-	-	-
		4.3%						
7		1	-	1	-	-	-	1
		4.3%		33.3%				33.3%
8		1	-	-	-	-	-	-
		4.3%						
9		5	-	-	-	-	-	-
		21.7%						
10	Excellent	13	-	2	-	-	-	2
		56.5%		66.7%				66.7%
TOTAL NON-RESPONSES		-	-	-	-	-	-	-
TOTAL ANSWERING		23	-	3	-	-	-	3
		100.0%		100.0%				100.0%
CHI-SQUARE SIGNIFICANCE		<-----.0-----> 1*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

Q18. Have Tried to Reach by Phone				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	1 4.3%	1 4.3%	-	1 4.3%
5	1 4.3%	1 4.3%	-	1 4.3%
6	1 4.3%	1 4.3%	-	1 4.3%
7	1 4.3%	1 4.3%	-	1 4.3%
8	1 4.3%	1 4.3%	-	1 4.3%
9	5 21.7%	5 21.7%	-	5 21.7%
10 Excellent	13 56.5%	13 56.5%	-	13 56.5%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	23 100.0%	23 100.0%	-	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----0-----> 1*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

	Q19. Reason for most Recent Call						Cross Tab Total
	Frequency	To report a problem	Transfer service	Payment arrangement	To get info	(Other)	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	1 4.3%	1 9.1%	-	-	-	-	1 4.3%
5	1 4.3%	1 9.1%	-	-	-	-	1 4.3%
6	1 4.3%	-	-	1 16.7%	-	-	1 4.3%
7	1 4.3%	1 9.1%	-	-	-	-	1 4.3%
8	1 4.3%	1 9.1%	-	-	-	-	1 4.3%
9	5 21.7%	2 18.2%	1 33.3%	1 16.7%	-	1 50.0%	5 21.7%
10 Excellent	13 56.5%	5 45.5%	2 66.7%	4 66.7%	1 100.0%	1 50.0%	13 56.5%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	23 100.0%	11 100.0%	3 100.0%	6 100.0%	1 100.0%	2 100.0%	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----9.221-----> .9971*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln> meet your needs during this phone call?

Q20. Call Completed using					
	Frequency	Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1	1	-	-	1
	4.3%	50.0%			4.3%
5	1	-	-	1	1
	4.3%			11.1%	4.3%
6	1	-	1	-	1
	4.3%		8.3%		4.3%
7	1	-	-	1	1
	4.3%			11.1%	4.3%
8	1	1	-	-	1
	4.3%	50.0%			4.3%
9	5	-	3	2	5
	21.7%		25.0%	22.2%	21.7%
10 Excellent	13	-	8	5	13
	56.5%		66.7%	55.6%	56.5%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	23	2	12	9	23
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----26.873-----> .0081*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

Q22. Aware of Toll-Free Number to Report Power Outages

	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1 4.3%	-	-	-	-
5	1 4.3%	1 10.0%	-	-	1 5.0%
6	1 4.3%	-	-	1 14.3%	1 5.0%
7	1 4.3%	1 10.0%	-	-	1 5.0%
8	1 4.3%	-	-	1 14.3%	1 5.0%
9	5 21.7%	2 20.0%	1 33.3%	2 28.6%	5 25.0%
10 Excellent	13 56.5%	6 60.0%	2 66.7%	3 42.9%	11 55.0%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	23 100.0%	10 100.0%	3 100.0%	7 100.0%	20 100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.241-----> .7947*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

Q23. 24/7 Availability by Phone in Event of Power Outage					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1 4.3%	1 7.1%	-	-	1 4.3%
5	1 4.3%	1 7.1%	-	-	1 4.3%
6	1 4.3%	-	-	1 20.0%	1 4.3%
7	1 4.3%	-	1 25.0%	-	1 4.3%
8	1 4.3%	1 7.1%	-	-	1 4.3%
9	5 21.7%	2 14.3%	1 25.0%	2 40.0%	5 21.7%
10 Excellent	13 56.5%	9 64.3%	2 50.0%	2 40.0%	13 56.5%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	23 100.0%	14 100.0%	4 100.0%	5 100.0%	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----11.844-----> .4583*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

Q24. Aware of Reports about Extended Outages to the Media					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1 4.3%	-	1 16.7%	-	1 4.3%
5	1 4.3%	1 11.1%	-	-	1 4.3%
6	1 4.3%	-	-	1 12.5%	1 4.3%
7	1 4.3%	-	1 16.7%	-	1 4.3%
8	1 4.3%	-	-	1 12.5%	1 4.3%
9	5 21.7%	2 22.2%	-	3 37.5%	5 21.7%
10 Excellent	13 56.5%	6 66.7%	4 66.7%	3 37.5%	13 56.5%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	23 100.0%	9 100.0%	6 100.0%	8 100.0%	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----13.977-----> .3022*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

Q25. Aware of Different Bill Payment Options are Offered					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1 4.3%	-	-	1 12.5%	1 4.3%
5	1 4.3%	-	1 33.3%	-	1 4.3%
6	1 4.3%	-	-	1 12.5%	1 4.3%
7	1 4.3%	-	-	1 12.5%	1 4.3%
8	1 4.3%	1 8.3%	-	-	1 4.3%
9	5 21.7%	2 16.7%	1 33.3%	2 25.0%	5 21.7%
10 Excellent	13 56.5%	9 75.0%	1 33.3%	3 37.5%	13 56.5%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	23 100.0%	12 100.0%	3 100.0%	8 100.0%	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----15.097-----> .2362*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

Q26. Tree Trimming to Reduce Occurrence of Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1 4.3%	1 6.7%	-	-	1 4.3%
5	1 4.3%	1 6.7%	-	-	1 4.3%
6	1 4.3%	-	-	1 20.0%	1 4.3%
7	1 4.3%	-	1 33.3%	-	1 4.3%
8	1 4.3%	-	-	1 20.0%	1 4.3%
9	5 21.7%	3 20.0%	1 33.3%	1 20.0%	5 21.7%
10 Excellent	13 56.5%	10 66.7%	1 33.3%	2 40.0%	13 56.5%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	23 100.0%	15 100.0%	3 100.0%	5 100.0%	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----15.947-----> .1937*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

Q30. Receive a Bill at this Location				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	1 4.3%	1 5.3%	-	1 4.5%
5	1 4.3%	1 5.3%	-	1 4.5%
6	1 4.3%	1 5.3%	-	1 4.5%
7	1 4.3%	1 5.3%	-	1 4.5%
8	1 4.3%	1 5.3%	-	1 4.5%
9	5 21.7%	3 15.8%	2 66.7%	5 22.7%
10 Excellent	13 56.5%	11 57.9%	1 33.3%	12 54.5%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	23 100.0%	19 100.0%	3 100.0%	22 100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.027-----> .673*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

Q31. Respondent Handles this Bill				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	1 4.3%	1 5.9%	-	1 5.3%
5	1 4.3%	1 5.9%	-	1 5.3%
6	1 4.3%	1 5.9%	-	1 5.3%
7	1 4.3%	1 5.9%	-	1 5.3%
8	1 4.3%	1 5.9%	-	1 5.3%
9	5 21.7%	3 17.6%	-	3 15.8%
10 Excellent	13 56.5%	9 52.9%	2 100.0%	11 57.9%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	23 100.0%	17 100.0%	2 100.0%	19 100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.626-----> .9507*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

Q38. Number of Employees						
	Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	1 4.3%	-	-	1 50.0%	-	1 4.5%
5	1 4.3%	-	1 16.7%	-	-	1 4.5%
6	1 4.3%	1 7.1%	-	-	-	1 4.5%
7	1 4.3%	1 7.1%	-	-	-	1 4.5%
8	1 4.3%	1 7.1%	-	-	-	1 4.5%
9	5 21.7%	2 14.3%	3 50.0%	-	-	5 22.7%
10 Excellent	13 56.5%	9 64.3%	2 33.3%	1 50.0%	-	12 54.5%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	23 100.0%	14 100.0%	6 100.0%	2 100.0%	-	22 100.0%
CHI-SQUARE SIGNIFICANCE	<-----17.984-----> .1162*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	1 4.3%	-	-	-	-	1 12.5%	1 4.3%
5	1 4.3%	-	-	-	-	1 12.5%	1 4.3%
6	1 4.3%	-	-	-	-	1 12.5%	1 4.3%
7	1 4.3%	-	-	-	-	1 12.5%	1 4.3%
8	1 4.3%	-	-	-	1 25.0%	-	1 4.3%
9	5 21.7%	1 20.0%	1 33.3%	-	1 25.0%	2 25.0%	5 21.7%
10 Excellent	13 56.5%	4 80.0%	2 66.7%	3 100.0%	2 50.0%	2 25.0%	13 56.5%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	23 100.0%	5 100.0%	3 100.0%	3 100.0%	4 100.0%	8 100.0%	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----16.135----->						.8831*

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	1 4.3%	-	1 12.5%	1 4.3%
5	1 4.3%	1 6.7%	-	1 4.3%
6	1 4.3%	1 6.7%	-	1 4.3%
7	1 4.3%	1 6.7%	-	1 4.3%
8	1 4.3%	-	1 12.5%	1 4.3%
9	5 21.7%	1 6.7%	4 50.0%	5 21.7%
10 Excellent	13 56.5%	11 73.3%	2 25.0%	13 56.5%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	23 100.0%	15 100.0%	8 100.0%	23 100.0%
CHI-SQUARE SIGNIFICANCE	<-----12.013-----> .0617*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

Q6. Number of Power Interruptions Lasting Less than One Minute							
Frequency	Zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Very familiar	15 38.5%	6 46.2%	3 30.0%	5 71.4%	-	-	14 45.2%
Somewhat familiar	11 28.2%	5 38.5%	3 30.0%	-	1 100.0%	-	9 29.0%
Not at all familiar	13 33.3%	2 15.4%	4 40.0%	2 28.6%	-	-	8 25.8%
TOTAL NON-RESPONSES	3 7.7%	-	1 10.0%	2 28.6%	-	-	3 9.7%
TOTAL ANSWERING	39 100.0%	13 100.0%	10 100.0%	7 100.0%	1 100.0%	-	31 100.0%
CHI-SQUARE SIGNIFICANCE	<-----7.808-----> .2525*						

Comparison Groups: BCDEFG

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

Q38. Number of Employees					
Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)
Very familiar	15 38.5%	9 36.0%	4 44.4%	1 50.0%	- 38.9%
Somewhat familiar	11 28.2%	8 32.0%	2 22.2%	-	- 27.8%
Not at all familiar	13 33.3%	8 32.0%	3 33.3%	1 50.0%	- 33.3%
TOTAL NON-RESPONSES	3 7.7%	1 4.0%	1 11.1%	1 50.0%	- 8.3%
TOTAL ANSWERING	39 100.0%	25 100.0%	9 100.0%	2 100.0%	- 100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.185-----> .8806*				

Comparison Groups: BCDE

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

Q39.Years Conducting Business in Current Location						
Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
Very familiar	15 38.5%	2 40.0%	2 33.3%	2 33.3%	3 50.0%	6 40.0%
Somewhat familiar	11 28.2%	2 40.0%	2 33.3%	2 33.3%	2 33.3%	3 20.0%
Not at all familiar	13 33.3%	1 20.0%	2 33.3%	2 33.3%	1 16.7%	6 40.0%
TOTAL NON-RESPONSES	3 7.7%	1 20.0%	-	-	-	2 13.3%
TOTAL ANSWERING	39 100.0%	5 100.0%	6 100.0%	6 100.0%	6 100.0%	15 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.013-----> .9806*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
Very familiar	15 38.5%	9 45.0%	6 31.6%	15 38.5%
Somewhat familiar	11 28.2%	5 25.0%	6 31.6%	11 28.2%
Not at all familiar	13 33.3%	6 30.0%	7 36.8%	13 33.3%
TOTAL NON-RESPONSES	3 7.7%	2 10.0%	1 5.3%	3 7.7%
TOTAL ANSWERING	39 100.0%	20 100.0%	19 100.0%	39 100.0%
CHI-SQUARE SIGNIFICANCE	<-----.743-----> .6898			

Comparison Groups: BC

Q23. (<utiln >...) Is available 24 hours a day, seven days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

Q6. Number of Power Interruptions Lasting Less than One Minute							
Frequency	Zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Very familiar	25 59.5%	7 53.8%	8 72.7%	5 55.6%	1 100.0%	-	21 61.8%
Somewhat familiar	10 23.8%	3 23.1%	1 9.1%	4 44.4%	-	-	8 23.5%
Not at all familiar	7 16.7%	3 23.1%	2 18.2%	-	-	-	5 14.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	13 100.0%	11 100.0%	9 100.0%	1 100.0%	-	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.704-----> .4572*						

Comparison Groups: BCDEFG

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, seven days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

Q38. Number of Employees					
Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)
Very familiar	25 59.5%	13 50.0%	7 70.0%	3 100.0%	- 59.0%
Somewhat familiar	10 23.8%	8 30.8%	2 20.0%	-	- 25.6%
Not at all familiar	7 16.7%	5 19.2%	1 10.0%	-	- 15.4%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	26 100.0%	10 100.0%	3 100.0%	- 39 100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.477-----> .4813*				

Comparison Groups: BCDE

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, seven days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Very familiar	25 59.5%	4 66.7%	2 33.3%	4 66.7%	6 100.0%	8 47.1%	24 58.5%
Somewhat familiar	10 23.8%	1 16.7%	2 33.3%	2 33.3%	-	5 29.4%	10 24.4%
Not at all familiar	7 16.7%	1 16.7%	2 33.3%	-	-	4 23.5%	7 17.1%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	6 100.0%	6 100.0%	6 100.0%	6 100.0%	17 100.0%	41 100.0%
CHI-SQUARE SIGNIFICANCE	<-----8.504-----> .3858*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, seven days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
Very familiar	25 59.5%	12 54.5%	13 65.0%	25 59.5%
Somewhat familiar	10 23.8%	5 22.7%	5 25.0%	10 23.8%
Not at all familiar	7 16.7%	5 22.7%	2 10.0%	7 16.7%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42 100.0%	22 100.0%	20 100.0%	42 100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.233-----> .5398*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

Q6. Number of Power Interruptions Lasting Less than One Minute							
Frequency	Zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Very familiar	17 41.5%	4 30.8%	7 63.6%	3 37.5%	1 100.0%	-	15 45.5%
Somewhat familiar	12 29.3%	4 30.8%	3 27.3%	5 62.5%	-	-	12 36.4%
Not at all familiar	12 29.3%	5 38.5%	1 9.1%	-	-	-	6 18.2%
TOTAL NON-RESPONSES	1 2.4%	-	-	1 12.5%	-	-	1 3.0%
TOTAL ANSWERING	41 100.0%	13 100.0%	11 100.0%	8 100.0%	1 100.0%	-	33 100.0%
CHI-SQUARE SIGNIFICANCE	<-----9.488-----> .1479*						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

Q38. Number of Employees					
Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)
Very familiar	17 41.5%	9 34.6%	5 55.6%	1 33.3%	- 39.5%
Somewhat familiar	12 29.3%	8 30.8%	2 22.2%	2 66.7%	- 31.6%
Not at all familiar	12 29.3%	9 34.6%	2 22.2%	-	- 28.9%
TOTAL NON-RESPONSES	1 2.4%	-	1 11.1%	-	- 2.6%
TOTAL ANSWERING	41 100.0%	26 100.0%	9 100.0%	3 100.0%	- 100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.496-----> .4785*				

Comparison Groups: BCDE

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

Q39.Years Conducting Business in Current Location						
Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
Very familiar	17 41.5%	4 66.7%	2 33.3%	2 33.3%	3 50.0%	5 31.2%
Somewhat familiar	12 29.3%	-	1 16.7%	3 50.0%	2 33.3%	6 37.5%
Not at all familiar	12 29.3%	2 33.3%	3 50.0%	1 16.7%	1 16.7%	5 31.2%
TOTAL NON-RESPONSES	1 2.4%	-	-	-	-	1 6.2%
TOTAL ANSWERING	41 100.0%	6 100.0%	6 100.0%	6 100.0%	6 100.0%	16 40 100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.476-----> .5941*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
Very familiar	17 41.5%	9 40.9%	8 42.1%	17 41.5%
Somewhat familiar	12 29.3%	7 31.8%	5 26.3%	12 29.3%
Not at all familiar	12 29.3%	6 27.3%	6 31.6%	12 29.3%
TOTAL NON-RESPONSES	1 2.4%	-	1 5.3%	1 2.4%
TOTAL ANSWERING	41 100.0%	22 100.0%	19 100.0%	41 100.0%
CHI-SQUARE SIGNIFICANCE	<-----,174-----> .9169			

Comparison Groups: BC

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

Q6. Number of Power Interruptions Lasting Less than One Minute							
Frequency	Zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Very familiar	24 57.1%	5 38.5%	9 81.8%	6 66.7%	1 100.0%	-	21 61.8%
Somewhat familiar	5 11.9%	3 23.1%	-	-	-	-	3 8.8%
Not at all familiar	13 31.0%	5 38.5%	2 18.2%	3 33.3%	-	-	10 29.4%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	13 100.0%	11 100.0%	9 100.0%	1 100.0%	-	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----8.152-----> .2272*						

Comparison Groups: BCDEFG

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

Q38. Number of Employees					
Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)
Very familiar	24 57.1%	15 57.7%	7 70.0%	1 33.3%	- 59.0%
Somewhat familiar	5 11.9%	1 3.8%	2 20.0%	-	- 7.7%
Not at all familiar	13 31.0%	10 38.5%	1 10.0%	2 66.7%	- 33.3%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	26 100.0%	10 100.0%	3 100.0%	- 100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.086-----> .1928*				

Comparison Groups: BCDE

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Very familiar	24 57.1%	3 50.0%	3 50.0%	3 50.0%	6 100.0%	9 52.9%	24 58.5%
Somewhat familiar	5 11.9%	1 16.7%	1 16.7%	-	-	2 11.8%	4 9.8%
Not at all familiar	13 31.0%	2 33.3%	2 33.3%	3 50.0%	-	6 35.3%	13 31.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	6 100.0%	6 100.0%	6 100.0%	6 100.0%	17 100.0%	41 100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.52-----> .5892*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
Very familiar	24 57.1%	11 50.0%	13 65.0%	24 57.1%
Somewhat familiar	5 11.9%	3 13.6%	2 10.0%	5 11.9%
Not at all familiar	13 31.0%	8 36.4%	5 25.0%	13 31.0%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42 100.0%	22 100.0%	20 100.0%	42 100.0%
CHI-SQUARE SIGNIFICANCE	<-----.966-----> .617*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

Q6. Number of Power Interruptions Lasting Less than One Minute							
Frequency	Zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Very familiar	30 71.4%	7 53.8%	10 90.9%	8 88.9%	-	-	25 73.5%
Somewhat familiar	6 14.3%	3 23.1%	1 9.1%	1 11.1%	-	-	5 14.7%
Not at all familiar	6 14.3%	3 23.1%	-	-	1 100.0%	-	4 11.8%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	13 100.0%	11 100.0%	9 100.0%	1 100.0%	-	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----13.627-----> .0341*						

Comparison Groups: BCDEFG

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

Q38. Number of Employees					
Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)
Very familiar	30 71.4%	17 65.4%	8 80.0%	3 100.0%	- 71.8%
Somewhat familiar	6 14.3%	4 15.4%	2 20.0%	-	- 15.4%
Not at all familiar	6 14.3%	5 19.2%	-	-	- 12.8%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	26 100.0%	10 100.0%	3 100.0%	- 100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.675-----> .4518*				

Comparison Groups: BCDE

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Very familiar	30 71.4%	4 66.7%	5 83.3%	4 66.7%	4 66.7%	12 70.6%	29 70.7%
Somewhat familiar	6 14.3%	1 16.7%	-	2 33.3%	-	3 17.6%	6 14.6%
Not at all familiar	6 14.3%	1 16.7%	1 16.7%	-	2 33.3%	2 11.8%	6 14.6%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	42 100.0%	6 100.0%	6 100.0%	6 100.0%	6 100.0%	17 100.0%	41 100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.93-----> .6551*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
Very familiar	30 71.4%	17 77.3%	13 65.0%	30 71.4%
Somewhat familiar	6 14.3%	2 9.1%	4 20.0%	6 14.3%
Not at all familiar	6 14.3%	3 13.6%	3 15.0%	6 14.3%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	42 100.0%	22 100.0%	20 100.0%	42 100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.107-----> .5749*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

		Q6. Number of Power Interruptions Lasting Less than One Minute							
		Frequency	Zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor		-	-	-	-	-	-	-	-
1		-	-	-	-	-	-	-	-
2		-	-	-	-	-	-	-	-
3		-	-	-	-	-	-	-	-
4		-	-	-	-	-	-	-	-
5		-	-	-	-	-	-	-	-
6		2	-	-	-	-	-	-	-
7		5.7%	-	-	-	-	-	-	-
8		3	-	1	2	-	-	-	3
9		8.6%	-	9.1%	22.2%	-	-	-	10.3%
10 Excellent		8	3	2	1	-	-	-	6
		22.9%	33.3%	18.2%	11.1%	-	-	-	20.7%
		4	1	2	-	-	-	-	3
		11.4%	11.1%	18.2%	-	-	-	-	10.3%
		18	5	6	6	-	-	-	17
		51.4%	55.6%	54.5%	66.7%	-	-	-	58.6%
TOTAL NON-RESPONSES		1	1	-	-	-	-	-	1
		2.9%	11.1%	-	-	-	-	-	3.4%
TOTAL ANSWERING		35	9	11	9	-	-	-	29
		100.0%	100.0%	100.0%	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE		<-----5.037----->							
		.539*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q8. Number of Power Outages Lasting More than One Minute							
Frequency	Zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	2	-	1	-	-	-	1
7	5.7%	-	6.2%	-	-	-	3.3%
8	3	-	2	1	-	-	3
9	8.6%	-	12.5%	16.7%	-	-	10.0%
10 Excellent	8	1	3	2	-	-	6
	22.9%	16.7%	18.8%	33.3%	-	-	20.0%
	4	2	1	-	-	-	3
	11.4%	33.3%	6.2%	-	-	-	10.0%
	18	3	9	3	1	1	17
	51.4%	50.0%	56.2%	50.0%	100.0%	100.0%	56.7%
TOTAL NON-RESPONSES	1	1	-	-	-	-	1
	2.9%	16.7%	-	-	-	-	3.3%
TOTAL ANSWERING	35	6	16	6	1	1	30
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----8.07----->						
	.9468*						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q9. Last Time an Outage Lasted More than One Minute								
	Frequency	4Q 2019	3Q 2019	2Q 2019	1Q 2019	4Q 2018	Prior to 4Q 2018	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	2	-	-	-	-	-	-	-
7	5.7%	-	2	1	-	-	-	3
8	8.6%	-	25.0%	14.3%	-	-	-	20.0%
9	22.9%	-	25.0%	14.3%	-	-	-	20.0%
10 Excellent	11.4%	-	4	4	-	-	-	6.7%
	51.4%	-	50.0%	57.1%	-	-	-	53.3%
TOTAL NON-RESPONSES	1	-	-	-	-	-	-	-
	2.9%	-	-	-	-	-	-	-
TOTAL ANSWERING	35	-	8	7	-	-	-	15
	100.0%	-	100.0%	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.607-----> .6578*							

Comparison Groups: BCDEFG

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

		Q10. Length (in hours) of Last Outage.					
		less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
Frequency							
(A)		(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	2	-	1	-	-	-	1
	5.7%		16.7%				4.8%
7	3	2	1	-	-	-	3
	8.6%	13.3%	16.7%				14.3%
8	8	4	-	-	-	-	4
	22.9%	26.7%					19.0%
9	4	1	-	-	-	-	1
	11.4%	6.7%					4.8%
10 Excellent	18	8	4	-	-	-	12
	51.4%	53.3%	66.7%				57.1%
TOTAL NON-RESPONSES		1	-	-	-	-	-
	2.9%						
TOTAL ANSWERING		35	15	6	-	-	21
	100.0%	100.0%	100.0%				100.0%
CHI-SQUARE SIGNIFICANCE		<-----4.667----->					
		.3232*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q11. Length (in hours) of Shortest OutageLasting More than One Minute.						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	2	1	-	-	-	1
	5.7%	8.3%				8.3%
7	3	2	-	-	-	2
	8.6%	16.7%				16.7%
8	8	3	-	-	-	3
	22.9%	25.0%				25.0%
9	4	-	-	-	-	-
	11.4%					
10 Excellent	18	6	-	-	-	6
	51.4%	50.0%				50.0%
TOTAL NON-RESPONSES	1	-	-	-	-	-
	2.9%					
TOTAL ANSWERING	35	12	-	-	-	12
	100.0%	100.0%				100.0%
CHI-SQUARE SIGNIFICANCE	<-----.0-----> 1*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q12. Length (in hours) of Longest Outage Lasting More than One Minute						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	2	-	-	1	-	1
7	5.7%	1	-	50.0%	-	7.7%
8	8.6%	16.7%	-	-	-	7.7%
9	22.9%	33.3%	20.0%	-	-	23.1%
10 Excellent	11.4%	-	-	-	-	-
	18	3	4	1	-	8
	51.4%	50.0%	80.0%	50.0%	-	61.5%
TOTAL NON-RESPONSES	1	-	-	-	-	-
	2.9%	-	-	-	-	-
TOTAL ANSWERING	35	6	5	2	-	13
	100.0%	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----7.872-----> .2476*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q13. Damage due to Electrical Outage/Problem				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	2	-	2	2
7	5.7%	-	6.2%	5.7%
8	3	-	3	3
9	8.6%	-	9.4%	8.6%
10 Excellent	8	1	7	8
	22.9%	33.3%	21.9%	22.9%
	4	-	4	4
	11.4%	-	12.5%	11.4%
	18	2	16	18
	51.4%	66.7%	50.0%	51.4%
TOTAL NON-RESPONSES	1	-	1	1
	2.9%	-	3.1%	2.9%
TOTAL ANSWERING	35	3	32	35
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.149-----> .8863*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

	Q14. Loss or Damage Type						Cross Tab Total
	Frequency	Loss of Perishables	Loss of Equip	Business Interrupted	Personal Injury	other	
	(A)	(B)	(C)	(D)	(E)	(F)	
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	2	-	-	-	-	-	-
7	5.7%	-	-	-	-	-	-
8	3	-	-	-	-	-	-
9	8.6%	-	-	-	-	-	-
10 Excellent	8	-	1	-	-	-	1
	22.9%	-	33.3%	-	-	-	33.3%
	4	-	-	-	-	-	-
	11.4%	-	-	-	-	-	-
	18	-	2	-	-	-	2
	51.4%	-	66.7%	-	-	-	66.7%
TOTAL NON-RESPONSES	1	-	-	-	-	-	-
	2.9%	-	-	-	-	-	-
TOTAL ANSWERING	35	-	3	-	-	-	3
	100.0%	-	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----.0----->						1*

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q18. Have Tried to Reach by Phone				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	2	-	2	2
	5.7%		11.8%	5.7%
7	3	1	2	3
	8.6%	5.6%	11.8%	8.6%
8	8	6	2	8
	22.9%	33.3%	11.8%	22.9%
9	4	-	4	4
	11.4%		23.5%	11.4%
10 Excellent	18	11	7	18
	51.4%	61.1%	41.2%	51.4%
TOTAL NON-RESPONSES	1	1	-	1
	2.9%	5.6%		2.9%
TOTAL ANSWERING	35	18	17	35
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----9.201-----> .0563*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

	Q19. Reason for most Recent Call						Cross Tab Total
	Frequency	To report a problem	Transfer service	Payment arrangement	To get info	(Other)	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	2	-	-	-	-	-	-
7	5.7%	1	-	-	-	-	1
8	8.6%	9.1%	3	-	-	1	5.6%
9	22.9%	18.2%	100.0%	-	-	50.0%	33.3%
10 Excellent	11.4%	-	-	-	-	-	-
	18	8	-	1	1	1	11
	51.4%	72.7%	-	100.0%	100.0%	50.0%	61.1%
TOTAL NON-RESPONSES	1	-	-	1	-	-	1
	2.9%	-	-	100.0%	-	-	5.6%
TOTAL ANSWERING	35	11	3	1	1	2	18
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----8.839----->						.3561*

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln> does on trimming trees to reduce the occurrence of power outages?

Q20. Call Completed using					
	Frequency	Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	2	-	-	-	-
7	5.7%	1	-	-	1
8	8.6%	100.0%	-	-	5.9%
9	8	-	3	3	6
	22.9%	-	37.5%	37.5%	35.3%
10 Excellent	4	-	-	-	-
	11.4%	-	-	-	-
	18	-	5	5	10
	51.4%	-	62.5%	62.5%	58.8%
TOTAL NON-RESPONSES	1	-	-	1	1
	2.9%	-	-	12.5%	5.9%
TOTAL ANSWERING	35	1	8	8	17
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----17.0-----> .0019*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q22. Aware of Toll-Free Number to Report Power Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	2	-	1	1	2
7	5.7%	-	11.1%	10.0%	6.2%
8	3	-	-	2	2
9	8.6%	-	-	20.0%	6.2%
10 Excellent	8	1	3	3	7
	22.9%	7.7%	33.3%	30.0%	21.9%
	4	2	2	-	4
	11.4%	15.4%	22.2%	-	12.5%
	18	10	3	4	17
	51.4%	76.9%	33.3%	40.0%	53.1%
TOTAL NON-RESPONSES	1	1	-	-	1
	2.9%	7.7%	-	-	3.1%
TOTAL ANSWERING	35	13	9	10	32
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----12.206-----> .1422*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q23. 24/7 Availability by Phone in Event of Power Outage					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	2	2	-	-	2
	5.7%	9.1%			5.7%
7	3	2	1	-	3
	8.6%	9.1%	10.0%		8.6%
8	8	3	4	1	8
	22.9%	13.6%	40.0%	33.3%	22.9%
9	4	3	1	-	4
	11.4%	13.6%	10.0%		11.4%
10 Excellent	18	12	4	2	18
	51.4%	54.5%	40.0%	66.7%	51.4%
TOTAL NON-RESPONSES	1	1	-	-	1
	2.9%	4.5%			2.9%
TOTAL ANSWERING	35	22	10	3	35
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.603-----> .799*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q24. Aware of Reports about Extended Outages to the Media					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	2 5.7%	1 6.7%	-	1 14.3%	2 5.9%
7	3 8.6%	-	3 25.0%	-	3 8.8%
8	8 22.9%	2 13.3%	2 16.7%	4 57.1%	8 23.5%
9	4 11.4%	2 13.3%	1 8.3%	1 14.3%	4 11.8%
10 Excellent	18 51.4%	10 66.7%	6 50.0%	1 14.3%	17 50.0%
TOTAL NON-RESPONSES	1 2.9%	1 6.7%	-	-	1 2.9%
TOTAL ANSWERING	35 100.0%	15 100.0%	12 100.0%	7 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----14.135-----> .0783*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q25. Aware of Different Bill Payment Options are Offered					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	2 5.7%	-	2 50.0%	-	2 5.7%
7	3 8.6%	1 4.5%	-	2 22.2%	3 8.6%
8	8 22.9%	4 18.2%	1 25.0%	3 33.3%	8 22.9%
9	4 11.4%	3 13.6%	-	1 11.1%	4 11.4%
10 Excellent	18 51.4%	14 63.6%	1 25.0%	3 33.3%	18 51.4%
TOTAL NON-RESPONSES	1 2.9%	-	-	1 11.1%	1 2.9%
TOTAL ANSWERING	35 100.0%	22 100.0%	4 100.0%	9 100.0%	35 100.0%
CHI-SQUARE SIGNIFICANCE	<-----21.172-----> .0067*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q26. Tree Trimming to Reduce Occurrence of Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	2	2	-	-	2
7	5.7%	6.9%	-	-	5.7%
8	3	2	1	-	3
9	8.6%	6.9%	16.7%	-	8.6%
10 Excellent	8	3	5	-	8
	22.9%	10.3%	83.3%	-	22.9%
	4	4	-	-	4
	11.4%	13.8%	-	-	11.4%
	18	18	-	-	18
	51.4%	62.1%	-	-	51.4%
TOTAL NON-RESPONSES	1	1	-	-	1
	2.9%	3.4%	-	-	2.9%
TOTAL ANSWERING	35	29	6	-	35
	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----17.106-----> .0018*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q30. Receive a Bill at this Location				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	2	-	2	2
	5.7%		40.0%	5.9%
7	3	3	-	3
	8.6%	10.3%		8.8%
8	8	7	1	8
	22.9%	24.1%	20.0%	23.5%
9	4	4	-	4
	11.4%	13.8%		11.8%
10 Excellent	18	15	2	17
	51.4%	51.7%	40.0%	50.0%
TOTAL NON-RESPONSES	1	1	-	1
	2.9%	3.4%		2.9%
TOTAL ANSWERING	35	29	5	34
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----12.955-----> .0115*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q31. Respondent Handles this Bill				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	2	-	-	-
	5.7%			
7	3	3	-	3
	8.6%	11.5%		10.3%
8	8	6	1	7
	22.9%	23.1%	33.3%	24.1%
9	4	4	-	4
	11.4%	15.4%		13.8%
10 Excellent	18	13	2	15
	51.4%	50.0%	66.7%	51.7%
TOTAL NON-RESPONSES	1	1	-	1
	2.9%	3.8%		3.4%
TOTAL ANSWERING	35	26	3	29
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.069-----> .7845*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q38. Number of Employees						
Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total	
(A)	(B)	(C)	(D)	(E)	(F)	
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	2	1	-	-	-	1
	5.7%	5.0%				3.0%
7	3	1	1	-	-	3
	8.6%	5.0%	10.0%	33.3%		9.1%
8	8	4	4	-	-	8
	22.9%	20.0%	40.0%			24.2%
9	4	3	-	1	-	4
	11.4%	15.0%		33.3%		12.1%
10 Excellent	18	11	5	1	-	17
	51.4%	55.0%	50.0%	33.3%		51.5%
TOTAL NON-RESPONSES	1	1	-	-	-	1
	2.9%	5.0%				3.0%
TOTAL ANSWERING	35	20	10	3	-	33
	100.0%	100.0%	100.0%	100.0%		100.0%
CHI-SQUARE SIGNIFICANCE	<-----7.573-----> .4762*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	2 5.7%	-	-	-	-	1 6.7%	1 2.9%
7	3 8.6%	-	-	1 16.7%	-	2 13.3%	3 8.8%
8	8 22.9%	2 50.0%	1 20.0%	2 33.3%	-	3 20.0%	8 23.5%
9	4 11.4%	1 25.0%	-	-	-	3 20.0%	4 11.8%
10 Excellent	18 51.4%	1 25.0%	4 80.0%	3 50.0%	4 100.0%	6 40.0%	18 52.9%
TOTAL NON-RESPONSES	1 2.9%	1 25.0%	-	-	-	-	1 2.9%
TOTAL ANSWERING	35 100.0%	4 100.0%	5 100.0%	6 100.0%	4 100.0%	15 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----12.325-----> .7213*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	2	1	1	2
	5.7%	5.6%	5.9%	5.7%
7	3	-	3	3
	8.6%		17.6%	8.6%
8	8	4	4	8
	22.9%	22.2%	23.5%	22.9%
9	4	-	4	4
	11.4%		23.5%	11.4%
10 Excellent	18	13	5	18
	51.4%	72.2%	29.4%	51.4%
TOTAL NON-RESPONSES	1	1	-	1
	2.9%	5.6%		2.9%
TOTAL ANSWERING	35	18	17	35
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----10.536-----> .0323*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

		Q6. Number of Power Interruptions Lasting Less than One Minute						Cross Tab Total
		Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	
		(A)	(B)	(C)	(D)	(E)	(F)	
0 Poor		-	-	-	-	-	-	-
1		-	-	-	-	-	-	-
2		-	-	-	-	-	-	-
3		-	-	-	-	-	-	-
4		-	-	-	-	-	-	-
5		1	-	1	-	-	-	1
6		2.9%	-	9.1%	-	-	-	3.6%
7		1	-	-	-	-	-	-
8		2.9%	12.5%	-	-	-	-	1
9		6	1	1	2	-	-	3.6%
10 Excellent		17.6%	12.5%	9.1%	22.2%	-	-	4
		7	2	2	2	-	-	6
		20.6%	25.0%	18.2%	22.2%	-	-	21.4%
		18	4	7	5	-	-	16
		52.9%	50.0%	63.6%	55.6%	-	-	57.1%
TOTAL NON-RESPONSES		2	2	-	-	-	-	2
		5.9%	25.0%	-	-	-	-	7.1%
TOTAL ANSWERING		34	8	11	9	-	-	28
		100.0%	100.0%	100.0%	100.0%	-	-	100.0%
CHI-SQUARE SIGNIFICANCE		<-----4.929----->						
		.7652*						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q8. Number of Power Outages Lasting More than One Minute							
Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1	1	-	-	-	-	1
6	2.9%	16.7%	-	-	-	-	3.4%
7	1	-	1	-	-	-	1
8	2.9%	-	6.7%	-	-	-	3.4%
9	1	1	-	-	-	-	1
10 Excellent	2.9%	16.7%	-	-	-	-	3.4%
	6	-	1	3	-	-	4
	17.6%	-	6.7%	50.0%	-	-	13.8%
	7	2	3	-	1	-	6
	20.6%	33.3%	20.0%	-	100.0%	-	20.7%
	18	2	10	3	-	1	16
	52.9%	33.3%	66.7%	50.0%	-	100.0%	55.2%
TOTAL NON-RESPONSES	2	1	1	-	-	-	2
	5.9%	16.7%	6.7%	-	-	-	6.9%
TOTAL ANSWERING	34	6	15	6	1	1	29
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----22.737----->						
	.3019*						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q9. Last Time an Outage Lasted More than One Minute							
Frequency	4Q 2019	3Q 2019	2Q 2019	1Q 2019	4Q 2018	Prior to 4Q 2018	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1 2.9%	-	-	-	-	-	-
6	1 2.9%	-	-	-	-	-	-
7	1 2.9%	-	-	-	-	-	-
8	6 17.6%	-	2 25.0%	1 14.3%	-	-	3 20.0%
9	7 20.6%	-	1 12.5%	2 28.6%	-	-	3 20.0%
10 Excellent	18 52.9%	-	5 62.5%	4 57.1%	-	-	9 60.0%
TOTAL NON-RESPONSES	2 5.9%	-	-	-	-	-	-
TOTAL ANSWERING	34 100.0%	-	8 100.0%	7 100.0%	-	-	15 100.0%
CHI-SQUARE SIGNIFICANCE	<-----.714-----> .6997*						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

		Q10. Length (in hours) of Last Outage.					Cross Tab Total
		less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	
		(A)	(B)	(C)	(D)	(E)	(F)
0 Poor		-	-	-	-	-	-
1		-	-	-	-	-	-
2		-	-	-	-	-	-
3		-	-	-	-	-	-
4		-	-	-	-	-	-
5		1	-	-	-	-	-
	2.9%						
6		1	-	1	-	-	1
	2.9%			16.7%			4.8%
7		1	-	-	-	-	-
	2.9%						
8		6	3	1	-	-	4
	17.6%	20.0%	16.7%				19.0%
9		7	3	-	-	-	3
	20.6%	20.0%					14.3%
10 Excellent		18	9	4	-	-	13
	52.9%	60.0%	66.7%				61.9%
TOTAL NON-RESPONSES		2	-	-	-	-	-
	5.9%						
TOTAL ANSWERING		34	15	6	-	-	21
	100.0%	100.0%	100.0%				100.0%
CHI-SQUARE SIGNIFICANCE		<-----3.756----->					
		.2891*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q11. Length (in hours) of Shortest OutageLasting More than One Minute.							
	Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1 2.9%	-	-	-	-	-	-
6	1 2.9%	1 8.3%	-	-	-	-	1 8.3%
7	1 2.9%	-	-	-	-	-	-
8	6 17.6%	3 25.0%	-	-	-	-	3 25.0%
9	7 20.6%	1 8.3%	-	-	-	-	1 8.3%
10 Excellent	18 52.9%	7 58.3%	-	-	-	-	7 58.3%
<hr/>							
TOTAL NON-RESPONSES	2 5.9%	-	-	-	-	-	-
TOTAL ANSWERING	34 100.0%	12 100.0%	-	-	-	-	12 100.0%
<hr/>							
CHI-SQUARE SIGNIFICANCE	<-----0-----> 1*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q12. Length (in hours) of Longest Outage Lasting More than One Minute						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	1 2.9%	-	-	-	-	-
6	1 2.9%	-	-	1 50.0%	-	1 7.7%
7	1 2.9%	-	-	-	-	-
8	6 17.6%	1 16.7%	1 20.0%	-	-	2 15.4%
9	7 20.6%	1 16.7%	-	-	-	1 7.7%
10 Excellent	18 52.9%	4 66.7%	4 80.0%	1 50.0%	-	9 69.2%
TOTAL NON-RESPONSES	2 5.9%	-	-	-	-	-
TOTAL ANSWERING	34 100.0%	6 100.0%	5 100.0%	2 100.0%	-	13 100.0%
CHI-SQUARE SIGNIFICANCE	<-----7.246-----> .2987*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q13. Damage due to Electrical Outage/Problem				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1 2.9%	-	1 3.2%	1 2.9%
6	1 2.9%	-	1 3.2%	1 2.9%
7	1 2.9%	-	1 3.2%	1 2.9%
8	6 17.6%	1 33.3%	5 16.1%	6 17.6%
9	7 20.6%	-	7 22.6%	7 20.6%
10 Excellent	18 52.9%	2 66.7%	16 51.6%	18 52.9%
TOTAL NON-RESPONSES	2 5.9%	-	2 6.5%	2 5.9%
TOTAL ANSWERING	34 100.0%	3 100.0%	31 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.544-----> .908*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

		Q14. Loss or Damage Type						
		Frequency	Loss of Perishables	Loss of Equip	Business Interrupted	Personal Injury	Other	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)
0	Poor	-	-	-	-	-	-	-
1		-	-	-	-	-	-	-
2		-	-	-	-	-	-	-
3		-	-	-	-	-	-	-
4		-	-	-	-	-	-	-
5		1 2.9%	-	-	-	-	-	-
6		1 2.9%	-	-	-	-	-	-
7		1 2.9%	-	-	-	-	-	-
8		6 17.6%	-	1 33.3%	-	-	-	1 33.3%
9		7 20.6%	-	-	-	-	-	-
10	Excellent	18 52.9%	-	2 66.7%	-	-	-	2 66.7%
TOTAL NON-RESPONSES		2 5.9%	-	-	-	-	-	-
TOTAL ANSWERING		34 100.0%	-	3 100.0%	-	-	-	3 100.0%
CHI-SQUARE SIGNIFICANCE		<-----0-----> 1*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q18. Have Tried to Reach by Phone				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1 2.9%	-	1 6.2%	1 2.9%
6	1 2.9%	-	1 6.2%	1 2.9%
7	1 2.9%	1 5.6%	-	1 2.9%
8	6 17.6%	4 22.2%	2 12.5%	6 17.6%
9	7 20.6%	3 16.7%	4 25.0%	7 20.6%
10 Excellent	18 52.9%	10 55.6%	8 50.0%	18 52.9%
TOTAL NON-RESPONSES	2 5.9%	1 5.6%	1 6.2%	2 5.9%
TOTAL ANSWERING	34 100.0%	18 100.0%	16 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----3.928-----> .5599*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

		Q19. Reason for most Recent Call						
		Frequency	To report a problem	Transfer service	Payment arrangement	To get info	(Other)	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)
0	Poor	-	-	-	-	-	-	-
1		-	-	-	-	-	-	-
2		-	-	-	-	-	-	-
3		-	-	-	-	-	-	-
4		-	-	-	-	-	-	-
5		1	-	-	-	-	-	-
		2.9%						
6		1	-	-	-	-	-	-
		2.9%						
7		1	1	-	-	-	-	1
		2.9%	9.1%					5.6%
8		6	3	1	-	-	-	4
		17.6%	27.3%	33.3%				22.2%
9		7	-	1	-	1	1	3
		20.6%		33.3%		100.0%	50.0%	16.7%
10	Excellent	18	7	1	1	-	1	10
		52.9%	63.6%	33.3%	100.0%		50.0%	55.6%
<hr/>								
TOTAL NON-RESPONSES		2	-	-	1	-	-	1
		5.9%			100.0%			5.6%
TOTAL ANSWERING		34	11	3	1	1	2	18
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE		<-----11.136-----> .5173*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q20. Call Completed using					
	Frequency	Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1 2.9%	-	-	-	-
6	1 2.9%	-	-	-	-
7	1 2.9%	-	-	1 12.5%	1 5.9%
8	6 17.6%	1 100.0%	2 25.0%	1 12.5%	4 23.5%
9	7 20.6%	-	-	3 37.5%	3 17.6%
10 Excellent	18 52.9%	-	6 75.0%	3 37.5%	9 52.9%
TOTAL NON-RESPONSES	2 5.9%	-	-	1 12.5%	1 5.9%
TOTAL ANSWERING	34 100.0%	1 100.0%	8 100.0%	8 100.0%	17 100.0%
CHI-SQUARE SIGNIFICANCE	<-----9.031-----> .1718*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q22. Aware of Toll-Free Number to Report Power Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1 2.9%	-	1 12.5%	-	1 3.2%
6	1 2.9%	-	1 12.5%	-	1 3.2%
7	1 2.9%	1 7.7%	-	-	1 3.2%
8	6 17.6%	1 7.7%	1 12.5%	3 30.0%	5 16.1%
9	7 20.6%	3 23.1%	2 25.0%	2 20.0%	7 22.6%
10 Excellent	18 52.9%	8 61.5%	3 37.5%	5 50.0%	16 51.6%
TOTAL NON-RESPONSES	2 5.9%	1 7.7%	1 12.5%	-	2 6.5%
TOTAL ANSWERING	34 100.0%	13 100.0%	8 100.0%	10 100.0%	31 100.0%
CHI-SQUARE SIGNIFICANCE	<-----9.58-----> .4781*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q23. 24/7 Availability by Phone in Event of Power Outage					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	-	-	1	1
	2.9%			33.3%	2.9%
6	1	1	-	-	1
	2.9%	4.5%			2.9%
7	1	1	-	-	1
	2.9%	4.5%			2.9%
8	6	1	4	1	6
	17.6%	4.5%	44.4%	33.3%	17.6%
9	7	6	1	-	7
	20.6%	27.3%	11.1%		20.6%
10 Excellent	18	13	4	1	18
	52.9%	59.1%	44.4%	33.3%	52.9%
TOTAL NON-RESPONSES	2	1	1	-	2
	5.9%	4.5%	11.1%		5.9%
TOTAL ANSWERING	34	22	9	3	34
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----19.63-----> .033*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q24. Aware of Reports about Extended Outages to the Media					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1 2.9%	-	1 8.3%	-	1 3.0%
6	1 2.9%	-	-	1 16.7%	1 3.0%
7	1 2.9%	1 6.7%	-	-	1 3.0%
8	6 17.6%	-	3 25.0%	3 50.0%	6 18.2%
9	7 20.6%	3 20.0%	3 25.0%	1 16.7%	7 21.2%
10 Excellent	18 52.9%	11 73.3%	5 41.7%	1 16.7%	17 51.5%
TOTAL NON-RESPONSES	2 5.9%	1 6.7%	-	1 16.7%	2 6.1%
TOTAL ANSWERING	34 100.0%	15 100.0%	12 100.0%	6 100.0%	33 100.0%
CHI-SQUARE SIGNIFICANCE	<-----17.001-----> .0743*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q25. Aware of Different Bill Payment Options are Offered					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1 2.9%	1 4.5%	-	-	1 2.9%
6	1 2.9%	-	1 25.0%	-	1 2.9%
7	1 2.9%	-	1 25.0%	-	1 2.9%
8	6 17.6%	2 9.1%	1 25.0%	3 37.5%	6 17.6%
9	7 20.6%	5 22.7%	-	2 25.0%	7 20.6%
10 Excellent	18 52.9%	14 63.6%	1 25.0%	3 37.5%	18 52.9%
TOTAL NON-RESPONSES	2 5.9%	-	-	2 25.0%	2 5.9%
TOTAL ANSWERING	34 100.0%	22 100.0%	4 100.0%	8 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----20.741-----> .023*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q26. Tree Trimming to Reduce Occurrence of Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	1	-	-	1
	2.9%	3.4%			2.9%
6	1	1	-	-	1
	2.9%	3.4%			2.9%
7	1	1	-	-	1
	2.9%	3.4%			2.9%
8	6	2	4	-	6
	17.6%	6.9%	80.0%		17.6%
9	7	6	1	-	7
	20.6%	20.7%	20.0%		20.6%
10 Excellent	18	18	-	-	18
	52.9%	62.1%			52.9%
TOTAL NON-RESPONSES	2	1	1	-	2
	5.9%	3.4%	20.0%		5.9%
TOTAL ANSWERING	34	29	5	-	34
	100.0%	100.0%	100.0%		100.0%
CHI-SQUARE SIGNIFICANCE	<-----16.537-----> .0055*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q30. Receive a Bill at this Location				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1	-	1	1
	2.9%		20.0%	3.0%
6	1	-	1	1
	2.9%		20.0%	3.0%
7	1	1	-	1
	2.9%	3.6%		3.0%
8	6	6	-	6
	17.6%	21.4%		18.2%
9	7	6	1	7
	20.6%	21.4%	20.0%	21.2%
10 Excellent	18	15	2	17
	52.9%	53.6%	40.0%	51.5%
TOTAL NON-RESPONSES	2	2	-	2
	5.9%	7.1%		6.1%
TOTAL ANSWERING	34	28	5	33
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----12.606-----> .0274*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q31. Respondent Handles this Bill				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1 2.9%	-	-	-
6	1 2.9%	-	-	-
7	1 2.9%	1 4.0%	-	1 3.6%
8	6 17.6%	6 24.0%	-	6 21.4%
9	7 20.6%	5 20.0%	1 33.3%	6 21.4%
10 Excellent	18 52.9%	13 52.0%	2 66.7%	15 53.6%
TOTAL NON-RESPONSES	2 5.9%	2 8.0%	-	2 7.1%
TOTAL ANSWERING	34 100.0%	25 100.0%	3 100.0%	28 100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.17-----> .7603*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q38. Number of Employees						
	Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	1 2.9%	-	1 10.0%	-	-	1 3.1%
6	1 2.9%	1 5.3%	-	-	-	1 3.1%
7	1 2.9%	-	1 10.0%	-	-	1 3.1%
8	6 17.6%	3 15.8%	2 20.0%	1 33.3%	-	6 18.8%
9	7 20.6%	4 21.1%	2 20.0%	1 33.3%	-	7 21.9%
10 Excellent	18 52.9%	11 57.9%	4 40.0%	1 33.3%	-	16 50.0%
TOTAL NON-RESPONSES	2 5.9%	2 10.5%	-	-	-	2 6.2%
TOTAL ANSWERING	34 100.0%	19 100.0%	10 100.0%	3 100.0%	-	32 100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.327-----> .7871*					

Comparison Groups: BCDE

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1 2.9%	-	-	-	-	1 6.7%	1 3.0%
6	1 2.9%	-	-	-	-	1 6.7%	1 3.0%
7	1 2.9%	-	-	-	-	1 6.7%	1 3.0%
8	6 17.6%	1 25.0%	1 20.0%	-	-	4 26.7%	6 18.2%
9	7 20.6%	-	-	2 40.0%	1 25.0%	4 26.7%	7 21.2%
10 Excellent	18 52.9%	3 75.0%	4 80.0%	3 60.0%	3 75.0%	4 26.7%	17 51.5%
TOTAL NON-RESPONSES	2 5.9%	1 25.0%	-	1 20.0%	-	-	2 6.1%
TOTAL ANSWERING	34 100.0%	4 100.0%	5 100.0%	5 100.0%	4 100.0%	15 100.0%	33 100.0%
CHI-SQUARE SIGNIFICANCE	<-----12.432-----> .9004*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1 2.9%	-	1 6.2%	1 2.9%
6	1 2.9%	1 5.6%	-	1 2.9%
7	1 2.9%	1 5.6%	-	1 2.9%
8	6 17.6%	2 11.1%	4 25.0%	6 17.6%
9	7 20.6%	2 11.1%	5 31.2%	7 20.6%
10 Excellent	18 52.9%	12 66.7%	6 37.5%	18 52.9%
TOTAL NON-RESPONSES	2 5.9%	1 5.6%	1 6.2%	2 5.9%
TOTAL ANSWERING	34 100.0%	18 100.0%	16 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.858-----> .2314*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

Q6. Number of Power Interruptions Lasting Less than One Minute								
	Frequency	Zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	1	-	1	-	-	-	-	1
3	2.9%	-	9.1%	-	-	-	-	3.4%
4	-	-	-	-	-	-	-	-
5	1	-	1	-	-	-	-	1
6	2.9%	-	9.1%	-	-	-	-	3.4%
7	7	1	3	1	-	-	-	5
8	20.0%	11.1%	27.3%	11.1%	-	-	-	17.2%
9	-	-	-	-	-	-	-	-
10 Excellent	4	-	2	1	-	-	-	3
	11.4%	-	18.2%	11.1%	-	-	-	10.3%
	5	2	1	1	-	-	-	4
	14.3%	22.2%	9.1%	11.1%	-	-	-	13.8%
	2	1	-	-	-	-	-	1
	5.7%	11.1%	-	-	-	-	-	3.4%
	15	5	3	6	-	-	-	14
	42.9%	55.6%	27.3%	66.7%	-	-	-	48.3%
<hr/>								
TOTAL NON-RESPONSES	1	1	-	-	-	-	-	1
	2.9%	11.1%	-	-	-	-	-	3.4%
TOTAL ANSWERING	35	9	11	9	-	-	-	29
	100.0%	100.0%	100.0%	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----10.54-----> .5687*							

Comparison Groups: BCDEFG

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

Q8. Number of Power Outages Lasting More than One Minute								
	Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	1	-	1	-	-	-	-	1
3	2.9%	-	6.2%	-	-	-	-	3.3%
4	-	-	-	-	-	-	-	-
5	1	-	1	-	-	-	-	1
6	2.9%	-	6.2%	-	-	-	-	3.3%
7	7	1	4	1	-	-	-	6
8	20.0%	16.7%	25.0%	16.7%	-	-	-	20.0%
9	-	-	-	-	-	-	-	-
10 Excellent	4	-	2	1	-	-	-	3
	11.4%	-	12.5%	16.7%	-	-	-	10.0%
	5	1	1	2	-	-	-	4
	14.3%	16.7%	6.2%	33.3%	-	-	-	13.3%
	2	1	-	-	-	-	-	1
	5.7%	16.7%	-	-	-	-	-	3.3%
	15	3	7	2	1	-	1	14
	42.9%	50.0%	43.8%	33.3%	100.0%	-	100.0%	46.7%
<hr/>								
TOTAL NON-RESPONSES	1	1	-	-	-	-	-	1
	2.9%	16.7%	-	-	-	-	-	3.3%
TOTAL ANSWERING	35	6	16	6	1	-	1	30
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----11.793-----> .9821*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

Q9. Last Time an Outage Lasted More than One Minute							
Frequency	4Q 2019	3Q 2019	2Q 2019	1Q 2019	4Q 2018	Prior to 4Q 2018	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	1 2.9%	-	1 14.3%	-	-	-	1 6.7%
3	-	-	-	-	-	-	-
4	1 2.9%	-	1 12.5%	-	-	-	1 6.7%
5	7 20.0%	-	1 14.3%	-	-	-	1 6.7%
6	-	-	-	-	-	-	-
7	4 11.4%	-	3 37.5%	-	-	-	3 20.0%
8	5 14.3%	-	1 12.5%	2 28.6%	-	-	3 20.0%
9	2 5.7%	-	-	-	-	-	-
10 Excellent	15 42.9%	-	3 37.5%	3 42.9%	-	-	6 40.0%
TOTAL NON-RESPONSES	1 2.9%	-	-	-	-	-	-
TOTAL ANSWERING	35 100.0%	-	8 100.0%	7 100.0%	-	-	15 100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.295-----> .2786*						

Comparison Groups: BCDEFG

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

		Q10. Length (in hours) of Last Outage.					Cross Tab Total
Frequency		less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	
(A)		(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	1 2.9%	1 6.7%	-	-	-	-	1 4.8%
3	-	-	-	-	-	-	-
4	1 2.9%	1 6.7%	-	-	-	-	1 4.8%
5	7 20.0%	3 20.0%	1 16.7%	-	-	-	4 19.0%
6	-	-	-	-	-	-	-
7	4 11.4%	1 6.7%	2 33.3%	-	-	-	3 14.3%
8	5 14.3%	3 20.0%	-	-	-	-	3 14.3%
9	2 5.7%	-	-	-	-	-	-
10 Excellent	15 42.9%	6 40.0%	3 50.0%	-	-	-	9 42.9%
TOTAL NON-RESPONSES		1 2.9%	-	-	-	-	-
TOTAL ANSWERING		35 100.0%	15 100.0%	6 100.0%	-	-	21 100.0%
CHI-SQUARE SIGNIFICANCE		<-----4.258-----> .5129*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

Q11. Length (in hours) of Shortest OutageLasting More than One Minute.						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	1	-	-	-	-	-
3	2.9%	-	-	-	-	-
4	1	1	-	-	-	1
5	2.9%	8.3%	-	-	-	8.3%
6	7	2	-	-	-	2
7	20.0%	16.7%	-	-	-	16.7%
8	-	-	-	-	-	-
9	4	2	-	-	-	2
10 Excellent	11.4%	16.7%	-	-	-	16.7%
	5	2	-	-	-	2
	14.3%	16.7%	-	-	-	16.7%
	2	-	-	-	-	-
	5.7%	-	-	-	-	-
	15	5	-	-	-	5
	42.9%	41.7%	-	-	-	41.7%
TOTAL NON-RESPONSES	1	-	-	-	-	-
	2.9%	-	-	-	-	-
TOTAL ANSWERING	35	12	-	-	-	12
	100.0%	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----0-----> 1*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

Q12. Length (in hours) of Longest Outage Lasting More than One Minute						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	1	-	-	-	-	-
3	2.9%	-	-	-	-	-
4	1	1	-	-	-	1
5	2.9%	16.7%	-	1	-	7.7%
6	7	1	1	-	-	2
7	20.0%	16.7%	50.0%	-	-	15.4%
8	-	-	-	-	-	-
9	4	1	1	-	-	2
10 Excellent	11.4%	16.7%	20.0%	-	-	15.4%
	5	-	1	-	-	1
	14.3%	-	20.0%	-	-	7.7%
	2	-	-	-	-	-
	5.7%	-	-	-	-	-
	15	3	3	1	-	7
	42.9%	50.0%	60.0%	50.0%	-	53.8%
TOTAL NON-RESPONSES	1	-	-	-	-	-
	2.9%	-	-	-	-	-
TOTAL ANSWERING	35	6	5	2	-	13
	100.0%	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.54-----> .6986*					

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

Q13. Damage due to Electrical Outage/Problem				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	1 2.9%	-	1 3.1%	1 2.9%
3	-	-	-	-
4	1 2.9%	-	1 3.1%	1 2.9%
5	7 20.0%	1 33.3%	6 18.8%	7 20.0%
6	-	-	-	-
7	4 11.4%	1 33.3%	3 9.4%	4 11.4%
8	5 14.3%	-	5 15.6%	5 14.3%
9	2 5.7%	-	2 6.2%	2 5.7%
10 Excellent	15 42.9%	1 33.3%	14 43.8%	15 42.9%
TOTAL NON-RESPONSES	1 2.9%	-	1 3.1%	1 2.9%
TOTAL ANSWERING	35 100.0%	3 100.0%	32 100.0%	35 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.582-----> .8591*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

	Q14. Loss or Damage Type						Cross Tab Total
	Frequency	Loss of Perishables	Loss of Equip	Business Interrupted	Personal Injury	other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	1 2.9%	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	1 2.9%	-	-	-	-	-	-
5	7 20.0%	-	1 33.3%	-	-	-	1 33.3%
6	-	-	-	-	-	-	-
7	4 11.4%	-	1 33.3%	-	-	-	1 33.3%
8	5 14.3%	-	-	-	-	-	-
9	2 5.7%	-	-	-	-	-	-
10 Excellent	15 42.9%	-	1 33.3%	-	-	-	1 33.3%
TOTAL NON-RESPONSES	1 2.9%	-	-	-	-	-	-
TOTAL ANSWERING	35 100.0%	-	3 100.0%	-	-	-	3 100.0%
CHI-SQUARE SIGNIFICANCE	<-----.0-----> 1*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

Q18. Have Tried to Reach by Phone				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	1 2.9%	-	1 5.9%	1 2.9%
3	-	-	-	-
4	1 2.9%	1 5.6%	-	1 2.9%
5	7 20.0%	1 5.6%	6 35.3%	7 20.0%
6	-	-	-	-
7	4 11.4%	1 5.6%	3 17.6%	4 11.4%
8	5 14.3%	5 27.8%	-	5 14.3%
9	2 5.7%	-	2 11.8%	2 5.7%
10 Excellent	15 42.9%	10 55.6%	5 29.4%	15 42.9%
TOTAL NON-RESPONSES	1 2.9%	1 5.6%	-	1 2.9%
TOTAL ANSWERING	35 100.0%	18 100.0%	17 100.0%	35 100.0%
CHI-SQUARE SIGNIFICANCE	<-----15.222-----> .0186*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

	Q19. Reason for most Recent Call						Cross Tab Total
	Frequency	To report a problem	Transfer service	Payment arrangement	To get info	(Other)	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	1 2.9%	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	1 2.9%	-	1 33.3%	-	-	-	1 5.6%
5	7 20.0%	1 9.1%	-	-	-	-	1 5.6%
6	-	-	-	-	-	-	-
7	4 11.4%	1 9.1%	-	-	-	-	1 5.6%
8	5 14.3%	2 18.2%	2 66.7%	-	-	1 50.0%	5 27.8%
9	2 5.7%	-	-	-	-	-	-
10 Excellent	15 42.9%	7 63.6%	-	1 100.0%	1 100.0%	1 50.0%	10 55.6%
TOTAL NON-RESPONSES	1 2.9%	-	-	1 100.0%	-	-	1 5.6%
TOTAL ANSWERING	35 100.0%	11 100.0%	3 100.0%	1 100.0%	1 100.0%	2 100.0%	18 100.0%
CHI-SQUARE SIGNIFICANCE	<-----11.7-----> .7644*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln> does on preserving the appearance of the trees they trim?

Q20. Call Completed using					
	Frequency	Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	1	-	-	-	-
3	2.9%	-	-	-	-
4	1	-	1	-	1
5	2.9%	-	12.5%	-	5.9%
6	7	-	-	1	1
7	20.0%	-	-	12.5%	5.9%
8	-	-	-	-	-
9	4	-	-	1	1
10 Excellent	11.4%	-	-	12.5%	5.9%
	5	1	2	2	5
	14.3%	100.0%	25.0%	25.0%	29.4%
	2	-	-	-	-
	5.7%	-	-	-	-
	15	-	5	4	9
	42.9%	-	62.5%	50.0%	52.9%
TOTAL NON-RESPONSES	1	-	-	1	1
	2.9%	-	-	12.5%	5.9%
TOTAL ANSWERING	35	1	8	8	17
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.856-----> .6634*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln> does on preserving the appearance of the trees they trim?

Q22. Aware of Toll-Free Number to Report Power Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	1	-	-	1	1
3	2.9%	-	-	10.0%	3.1%
4	-	-	-	-	-
5	1	-	-	-	-
6	2.9%	-	-	-	-
7	7	2	4	1	7
8	20.0%	15.4%	44.4%	10.0%	21.9%
9	-	-	-	-	-
10 Excellent	4	-	-	4	4
	11.4%	-	-	40.0%	12.5%
	5	-	2	2	4
	14.3%	-	22.2%	20.0%	12.5%
	2	1	1	-	2
	5.7%	7.7%	11.1%	-	6.2%
	15	10	2	2	14
	42.9%	76.9%	22.2%	20.0%	43.8%
TOTAL NON-RESPONSES	1	1	-	-	1
	2.9%	7.7%	-	-	3.1%
TOTAL ANSWERING	35	13	9	10	32
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----23.267-----> .0098*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

Q23. 24/7 Availability by Phone in Event of Power Outage					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	1	-	-	1	1
3	2.9%	-	-	33.3%	2.9%
4	1	1	-	-	1
5	2.9%	4.5%	2	1	2.9%
6	7	4	2	33.3%	7
7	20.0%	18.2%	20.0%	-	20.0%
8	-	-	-	-	-
9	4	2	2	-	4
10 Excellent	11.4%	9.1%	20.0%	33.3%	11.4%
	5	3	1	1	5
	14.3%	13.6%	10.0%	-	14.3%
	2	1	1	-	2
	5.7%	4.5%	10.0%	-	5.7%
	15	11	4	-	15
	42.9%	50.0%	40.0%	-	42.9%
TOTAL NON-RESPONSES	1	1	-	-	1
	2.9%	4.5%	-	-	2.9%
TOTAL ANSWERING	35	22	10	3	35
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----15.661-----> .2073*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

Q24. Aware of Reports about Extended Outages to the Media					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	1	1	-	-	1
3	2.9%	6.7%	-	-	2.9%
4	-	-	-	-	-
5	1	1	-	-	1
6	2.9%	6.7%	-	-	2.9%
7	7	2	3	2	7
8	20.0%	13.3%	25.0%	28.6%	20.6%
9	-	-	-	-	-
10 Excellent	4	1	2	1	4
	11.4%	6.7%	16.7%	14.3%	11.8%
	5	1	2	2	5
	14.3%	6.7%	16.7%	28.6%	14.7%
	2	-	1	1	2
	5.7%	-	8.3%	14.3%	5.9%
	15	9	4	1	14
	42.9%	60.0%	33.3%	14.3%	41.2%
TOTAL NON-RESPONSES	1	1	-	-	1
	2.9%	6.7%	-	-	2.9%
TOTAL ANSWERING	35	15	12	7	34
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----10.011-----> .615*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

Q25. Aware of Different Bill Payment Options are Offered					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	1	-	-	1	1
3	2.9%	-	-	11.1%	2.9%
4	1	1	-	-	1
5	2.9%	4.5%	-	-	2.9%
6	7	3	2	2	7
7	20.0%	13.6%	50.0%	22.2%	20.0%
8	-	-	-	-	-
9	4	2	-	2	4
10 Excellent	11.4%	9.1%	-	22.2%	11.4%
	5	2	1	2	5
	14.3%	9.1%	25.0%	22.2%	14.3%
	2	1	-	1	2
	5.7%	4.5%	-	11.1%	5.7%
	15	13	1	1	15
	42.9%	59.1%	25.0%	11.1%	42.9%
TOTAL NON-RESPONSES	1	-	-	1	1
	2.9%	-	-	11.1%	2.9%
TOTAL ANSWERING	35	22	4	9	35
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----12.868-----> .3787*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

Q26. Tree Trimming to Reduce Occurrence of Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	1	1	-	-	1
3	2.9%	3.4%	-	-	2.9%
4	-	-	-	-	-
5	1	1	-	-	1
6	2.9%	3.4%	-	-	2.9%
7	7	5	2	-	7
8	20.0%	17.2%	33.3%	-	20.0%
9	-	-	-	-	-
10 Excellent	4	2	2	-	4
	11.4%	6.9%	33.3%	-	11.4%
	5	3	2	-	5
	14.3%	10.3%	33.3%	-	14.3%
	2	2	-	-	2
	5.7%	6.9%	-	-	5.7%
	15	15	-	-	15
	42.9%	51.7%	-	-	42.9%
TOTAL NON-RESPONSES	1	1	-	-	1
	2.9%	3.4%	-	-	2.9%
TOTAL ANSWERING	35	29	6	-	35
	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----9.454-----> .1496*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

Q30. Receive a Bill at this Location				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	1 2.9%	1 3.4%	-	1 2.9%
3	-	-	-	-
4	1 2.9%	1 3.4%	-	1 2.9%
5	7 20.0%	4 13.8%	3 60.0%	7 20.6%
6	-	-	-	-
7	4 11.4%	3 10.3%	-	3 8.8%
8	5 14.3%	4 13.8%	1 20.0%	5 14.7%
9	2 5.7%	2 6.9%	-	2 5.9%
10 Excellent	15 42.9%	14 48.3%	1 20.0%	15 44.1%
TOTAL NON-RESPONSES	1 2.9%	1 3.4%	-	1 2.9%
TOTAL ANSWERING	35 100.0%	29 100.0%	5 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.514-----> .3681*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

Q31. Respondent Handles this Bill				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	1 2.9%	1 3.8%	-	1 3.4%
3	-	-	-	-
4	1 2.9%	1 3.8%	-	1 3.4%
5	7 20.0%	4 15.4%	-	4 13.8%
6	-	-	-	-
7	4 11.4%	3 11.5%	-	3 10.3%
8	5 14.3%	3 11.5%	1 33.3%	4 13.8%
9	2 5.7%	2 7.7%	-	2 6.9%
10 Excellent	15 42.9%	12 46.2%	2 66.7%	14 48.3%
TOTAL NON-RESPONSES	1 2.9%	1 3.8%	-	1 3.4%
TOTAL ANSWERING	35 100.0%	26 100.0%	3 100.0%	29 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.43-----> .8762*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln> does on preserving the appearance of the trees they trim?

	Q38. Number of Employees					Cross Tab Total
	Frequency	1 to 4	5 to 25	26 to 100	over 100	
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	1 2.9%	1 5.0%	-	-	-	1 3.0%
3	-	-	-	-	-	-
4	1 2.9%	-	1 10.0%	-	-	1 3.0%
5	7 20.0%	5 25.0%	1 10.0%	-	-	6 18.2%
6	-	-	-	-	-	-
7	4 11.4%	1 5.0%	2 20.0%	1 33.3%	-	4 12.1%
8	5 14.3%	2 10.0%	2 20.0%	1 33.3%	-	5 15.2%
9	2 5.7%	1 5.0%	-	1 33.3%	-	2 6.1%
10 Excellent	15 42.9%	10 50.0%	4 40.0%	-	-	14 42.4%
TOTAL NON-RESPONSES	1 2.9%	1 5.0%	-	-	-	1 3.0%
TOTAL ANSWERING	35 100.0%	20 100.0%	10 100.0%	3 100.0%	-	33 100.0%
CHI-SQUARE SIGNIFICANCE	<-----13.88-----> .3085*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	1 2.9%	-	-	-	-	1 6.7%	1 2.9%
3	-	-	-	-	-	-	-
4	1 2.9%	1 25.0%	-	-	-	-	1 2.9%
5	7 20.0%	-	-	1 16.7%	1 25.0%	4 26.7%	6 17.6%
6	-	-	-	-	-	-	-
7	4 11.4%	-	-	2 33.3%	-	2 13.3%	4 11.8%
8	5 14.3%	1 25.0%	1 20.0%	1 16.7%	-	2 13.3%	5 14.7%
9	2 5.7%	-	-	-	-	2 13.3%	2 5.9%
10 Excellent	15 42.9%	2 50.0%	4 80.0%	2 33.3%	3 75.0%	4 26.7%	15 44.1%
TOTAL NON-RESPONSES	1 2.9%	1 25.0%	-	-	-	-	1 2.9%
TOTAL ANSWERING	35 100.0%	4 100.0%	5 100.0%	6 100.0%	4 100.0%	15 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----22.194-----> .5677*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	1 2.9%	1 5.6%	-	1 2.9%
3	-	-	-	-
4	1 2.9%	1 5.6%	-	1 2.9%
5	7 20.0%	3 16.7%	4 23.5%	7 20.0%
6	-	-	-	-
7	4 11.4%	1 5.6%	3 17.6%	4 11.4%
8	5 14.3%	2 11.1%	3 17.6%	5 14.3%
9	2 5.7%	-	2 11.8%	2 5.7%
10 Excellent	15 42.9%	10 55.6%	5 29.4%	15 42.9%
TOTAL NON-RESPONSES	1 2.9%	1 5.6%	-	1 2.9%
TOTAL ANSWERING	35 100.0%	18 100.0%	17 100.0%	35 100.0%
CHI-SQUARE SIGNIFICANCE	<-----6.987-----> .3221*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q30. Do you receive a bill from <utiln > at this location?

Q6. Number of Power Interruptions Lasting Less than One Minute							
Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Yes	34 82.9%	10 76.9%	8 80.0%	9 100.0%	1 100.0%	-	28 84.8%
No	7 17.1%	3 23.1%	2 20.0%	-	-	-	5 15.2%
TOTAL NON-RESPONSES	1 2.4%	-	1 10.0%	-	-	-	1 3.0%
TOTAL ANSWERING	41 100.0%	13 100.0%	10 100.0%	9 100.0%	1 100.0%	-	33 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.604-----> .4568*						

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q30. Do you receive a bill from <utiln > at this location?

Q38. Number of Employees						
Frequency	1 to 4	5 to 25	26 to 100	over 100	Cross Tab Total	
(A)	(B)	(C)	(D)	(E)	(F)	
Yes	34 82.9%	23 88.5%	8 80.0%	2 100.0%	-	33 86.8%
No	7 17.1%	3 11.5%	2 20.0%	-	-	5 13.2%
TOTAL NON-RESPONSES	1 2.4%	-	-	1 50.0%	-	1 2.6%
TOTAL ANSWERING	41 100.0%	26 100.0%	10 100.0%	2 100.0%	-	38 100.0%
CHI-SQUARE SIGNIFICANCE	<-----.772-----> .6796*					

Comparison Groups: BCDE

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q30. Do you receive a bill from <utiln > at this location?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Yes	34 82.9%	6 100.0%	4 66.7%	5 100.0%	6 100.0%	13 76.5%	34 85.0%
No	7 17.1%	-	2 33.3%	-	-	4 23.5%	6 15.0%
TOTAL NON-RESPONSES	1 2.4%	-	-	1 20.0%	-	-	1 2.5%
TOTAL ANSWERING	41 100.0%	6 100.0%	6 100.0%	5 100.0%	6 100.0%	17 100.0%	40 100.0%
CHI-SQUARE SIGNIFICANCE	<-----5.552-----> .2352*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q30. Do you receive a bill from <utiln > at this location?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
Yes	34 82.9%	18 85.7%	16 80.0%	34 82.9%
No	7 17.1%	3 14.3%	4 20.0%	7 17.1%
TOTAL NON-RESPONSES	1 2.4%	1 4.8%	-	1 2.4%
TOTAL ANSWERING	41 100.0%	21 100.0%	20 100.0%	41 100.0%
CHI-SQUARE SIGNIFICANCE	<-----.236-----> .6269*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

	Q38. Number of Employees					Cross Tab Total
	Frequency	1 to 4	5 to 25	26 to 100	over 100	
	(A)	(B)	(C)	(D)	(E)	(F)
Yes	31 91.2%	21 91.3%	8 100.0%	2 100.0%	-	31 93.9%
No	3 8.8%	2 8.7%	-	-	-	2 6.1%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	34 100.0%	23 100.0%	8 100.0%	2 100.0%	-	33 100.0%
CHI-SQUARE SIGNIFICANCE	<-----.926-----> .6295*					

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Yes	31 91.2%	6 100.0%	4 100.0%	2 40.0%	6 100.0%	13 100.0%	31 91.2%
No	3 8.8%	-	-	3 60.0%	-	-	3 8.8%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	34 100.0%	6 100.0%	4 100.0%	5 100.0%	6 100.0%	13 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----19.084-----> .0008*						

Comparison Groups: BCDEF

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

	Q40. Gender			
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
Yes	31 91.2%	15 83.3%	16 100.0%	31 91.2%
No	3 8.8%	3 16.7%	-	3 8.8%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	34 100.0%	18 100.0%	16 100.0%	34 100.0%
CHI-SQUARE SIGNIFICANCE	<-----2.925-----> .0872*			

Comparison Groups: BC

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

		Q6. Number of Power Interruptions Lasting Less than One Minute							
		Frequency	zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0	Poor	-	-	-	-	-	-	-	-
1		-	-	-	-	-	-	-	-
2		-	-	-	-	-	-	-	-
3		-	-	-	-	-	-	-	-
4		-	-	-	-	-	-	-	-
5		2	1	-	1	-	-	-	2
6		6.5%	12.5%	-	12.5%	-	-	-	8.0%
7		-	-	-	-	-	-	-	-
8		3	1	-	-	-	-	-	1
9		9.7%	12.5%	-	-	-	-	-	4.0%
10		5	1	-	3	-	-	-	4
10	Excellent	16.1%	12.5%	-	37.5%	-	-	-	16.0%
		21	5	8	4	1	-	-	18
		67.7%	62.5%	100.0%	50.0%	100.0%	-	-	72.0%
TOTAL NON-RESPONSES		-	-	-	-	-	-	-	-
TOTAL ANSWERING		31	8	8	8	1	-	-	25
		100.0%	100.0%	100.0%	100.0%	100.0%	-	-	100.0%
CHI-SQUARE SIGNIFICANCE		<-----8.681-----> .4673*							

Comparison Groups: BCDEFG

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

		Q8. Number of Power Outages Lasting More than One Minute							
		Frequency	Zero times	1 to 2 times	3 to 5 times	6 to 10 times	11 to 20 times	21 or more times	Cross Tab Total
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor		-	-	-	-	-	-	-	-
1		-	-	-	-	-	-	-	-
2		-	-	-	-	-	-	-	-
3		-	-	-	-	-	-	-	-
4		-	-	-	-	-	-	-	-
5		2	1	-	1	-	-	-	2
6		6.5%	25.0%	-	16.7%	-	-	-	8.0%
7		-	-	-	-	-	-	-	-
8		3	-	1	-	-	-	-	1
9		9.7%	-	7.7%	-	-	-	-	4.0%
10 Excellent		5	-	1	3	-	-	-	4
		16.1%	-	7.7%	50.0%	-	-	-	16.0%
		21	3	11	2	1	-	1	18
		67.7%	75.0%	84.6%	33.3%	100.0%	-	100.0%	72.0%
TOTAL NON-RESPONSES		-	-	-	-	-	-	-	-
TOTAL ANSWERING		31	4	13	6	1	-	1	25
		100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE		<-----11.743----->							
		.4665*							

Comparison Groups: BCDEFG

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

Q9. Last Time an Outage Lasted More than One Minute							
Frequency	4Q 2019	3Q 2019	2Q 2019	1Q 2019	4Q 2018	Prior to 4Q 2018	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2	-	-	-	-	-	-
6	6.5%	-	-	-	-	-	-
7	-	-	-	-	-	-	-
8	3	-	-	-	-	-	-
9	9.7%	-	2	2	-	-	4
10 Excellent	16.1%	-	28.6%	33.3%	-	-	30.8%
	21	-	5	4	-	-	9
	67.7%	-	71.4%	66.7%	-	-	69.2%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	31	-	7	6	-	-	13
	100.0%	-	100.0%	100.0%	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----.034----->						
	.8529*						

Comparison Groups: BCDEFG

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

Q11. Length (in hours) of Shortest OutageLasting More than One Minute.						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	2	1	-	-	-	1
6	6.5%	10.0%	-	-	-	10.0%
7	-	-	-	-	-	-
8	3	-	-	-	-	-
9	9.7%	-	-	-	-	-
10 Excellent	5	4	-	-	-	4
	16.1%	40.0%	-	-	-	40.0%
	21	5	-	-	-	5
	67.7%	50.0%	-	-	-	50.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	31	10	-	-	-	10
	100.0%	100.0%	-	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----.0-----> 1*					

Comparison Groups: BCDEF

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

Q12. Length (in hours) of Longest Outage Lasting More than One Minute						
Frequency	less than 1 hour	1 to 2 hours	3 to 5 hours	6 to 12 hours	more than 12 hours	Cross Tab Total
(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	2	1	-	-	-	1
6	6.5%	16.7%	-	-	-	10.0%
7	-	-	-	-	-	-
8	3	-	-	-	-	-
9	9.7%	-	-	-	-	-
10 Excellent	5	1	2	-	-	3
	16.1%	16.7%	50.0%	-	-	30.0%
	21	4	2	-	-	6
	67.7%	66.7%	50.0%	-	-	60.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	31	6	4	-	-	10
	100.0%	100.0%	100.0%	-	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.667-----> .4346*					

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

Q13. Damage due to Electrical Outage/Problem				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	1	1	2
6	6.5%	33.3%	3.7%	6.7%
7	-	-	-	-
8	3	1	2	3
9	9.7%	33.3%	7.4%	10.0%
10 Excellent	5	1	4	5
	16.1%	33.3%	14.8%	16.7%
	21	-	20	20
	67.7%	-	74.1%	66.7%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	31	3	27	30
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----8.148-----> .043*			

Comparison Groups: BC

"**" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

	Q14. Loss or Damage Type						Cross Tab Total
	Frequency	Loss of Perishables	Loss of Equip	Business Interrupted	Personal Injury	other	
	(A)	(B)	(C)	(D)	(E)	(F)	
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2 6.5%	-	1 50.0%	-	-	-	1 50.0%
6	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-
8	3 9.7%	-	-	-	-	-	-
9	5 16.1%	-	1 50.0%	-	-	-	1 50.0%
10 Excellent	21 67.7%	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	31 100.0%	-	2 100.0%	-	-	-	2 100.0%
CHI-SQUARE SIGNIFICANCE	<-----.0 1*----->						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

Q18. Have Tried to Reach by Phone				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	2	-	2
6	6.5%	11.1%	-	6.5%
7	-	-	-	-
8	3	2	1	3
9	9.7%	11.1%	7.7%	9.7%
10 Excellent	5	3	2	5
	16.1%	16.7%	15.4%	16.1%
	21	11	10	21
	67.7%	61.1%	76.9%	67.7%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	31	18	13	31
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----1.822-----> .6102*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

	Q19. Reason for most Recent Call						Cross Tab Total
	Frequency	To report a problem	Transfer service	Payment arrangement	To get info	(Other)	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2	2	-	-	-	-	2
6	6.5%	20.0%	-	-	-	-	11.1%
7	-	-	-	-	-	-	-
8	3	-	1	1	-	-	2
9	9.7%	-	50.0%	25.0%	-	-	11.1%
10 Excellent	5	3	-	-	-	-	3
	16.1%	30.0%	-	-	-	-	16.7%
	21	5	1	3	1	1	11
	67.7%	50.0%	50.0%	75.0%	100.0%	100.0%	61.1%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	31	10	2	4	1	1	18
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----9.614----->						
	.6498*						

Comparison Groups: BCDEF

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

Q20. Call Completed using					
	Frequency	Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	-	-	2	2
6	6.5%	-	-	33.3%	11.8%
7	-	-	-	-	-
8	3	-	2	-	2
9	9.7%	1	22.2%	-	11.8%
10 Excellent	5	50.0%	2	-	3
	16.1%	1	22.2%	-	17.6%
	21	50.0%	5	4	10
	67.7%	50.0%	55.6%	66.7%	58.8%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	31	2	9	6	17
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----7.902-----> .2454*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

Q22. Aware of Toll-Free Number to Report Power Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	2	-	-	2
6	6.5%	16.7%	-	-	7.1%
7	-	-	-	-	-
8	3	-	1	2	3
9	9.7%	-	16.7%	20.0%	10.7%
10 Excellent	5	-	1	2	3
	16.1%	-	16.7%	20.0%	10.7%
	21	10	4	6	20
	67.7%	83.3%	66.7%	60.0%	71.4%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	31	12	6	10	28
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----7.684-----> .2621*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

Q23. 24/7 Availability by Phone in Event of Power Outage					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	1	1	-	2
6	6.5%	5.3%	12.5%	-	6.5%
7	-	-	-	-	-
8	3	-	1	2	3
9	9.7%	-	12.5%	50.0%	9.7%
10 Excellent	5	2	3	-	5
	16.1%	10.5%	37.5%	-	16.1%
	21	16	3	2	21
	67.7%	84.2%	37.5%	50.0%	67.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	31	19	8	4	31
	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----14.685----->				
	.0229*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

Q24. Aware of Reports about Extended Outages to the Media					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2 6.5%	1 7.7%	1 12.5%	-	2 6.7%
6	-	-	-	-	-
7	-	-	-	-	-
8	3 9.7%	-	-	3 33.3%	3 10.0%
9	5 16.1%	-	3 37.5%	2 22.2%	5 16.7%
10 Excellent	21 67.7%	12 92.3%	4 50.0%	4 44.4%	20 66.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	31 100.0%	13 100.0%	8 100.0%	9 100.0%	30 100.0%
CHI-SQUARE SIGNIFICANCE	<-----14.728-----> .0225*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

Q25. Aware of Different Bill Payment Options are Offered					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2 6.5%	-	1 50.0%	1 10.0%	2 6.5%
6	-	-	-	-	-
7	-	-	-	-	-
8	3 9.7%	-	-	3 30.0%	3 9.7%
9	5 16.1%	2 10.5%	1 50.0%	2 20.0%	5 16.1%
10 Excellent	21 67.7%	17 89.5%	-	4 40.0%	21 67.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	31 100.0%	19 100.0%	2 100.0%	10 100.0%	31 100.0%
CHI-SQUARE SIGNIFICANCE	<-----19.301-----> .0037*				

Comparison Groups: BCD

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

Q26. Tree Trimming to Reduce Occurrence of Outages					
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2 6.5%	1 4.5%	1 20.0%	-	2 6.5%
6	-	-	-	-	-
7	-	-	-	-	-
8	3 9.7%	1 4.5%	1 20.0%	1 25.0%	3 9.7%
9	5 16.1%	3 13.6%	2 40.0%	-	5 16.1%
10 Excellent	21 67.7%	17 77.3%	1 20.0%	3 75.0%	21 67.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	31 100.0%	22 100.0%	5 100.0%	4 100.0%	31 100.0%
CHI-SQUARE SIGNIFICANCE	<-----8.429-----> .2083*				

Comparison Groups: BCD

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

Q30. Receive a Bill at this Location				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	2	-	2
6	6.5%	6.5%	-	6.5%
7	-	-	-	-
8	3	3	-	3
9	9.7%	9.7%	-	9.7%
10 Excellent	5	5	-	5
	16.1%	16.1%	-	16.1%
	21	21	-	21
	67.7%	67.7%	-	67.7%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	31	31	-	31
	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----0-----> 1*			

Comparison Groups: BC

"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

Q31. Respondent Handles this Bill				
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	2	-	2
6	6.5%	6.5%	-	6.5%
7	-	-	-	-
8	3	3	-	3
9	9.7%	9.7%	-	9.7%
10 Excellent	5	5	-	5
	16.1%	16.1%	-	16.1%
	21	21	-	21
	67.7%	67.7%	-	67.7%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	31	31	-	31
	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----0-----> 1*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

	Q38. Number of Employees					Cross Tab Total
	Frequency	1 to 4	5 to 25	26 to 100	over 100	
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	2	1	1	-	-	2
6	6.5%	4.8%	12.5%	-	-	6.5%
7	-	-	-	-	-	-
8	3	3	-	-	-	3
9	9.7%	14.3%	-	-	-	9.7%
10 Excellent	5	1	3	1	-	5
	16.1%	4.8%	37.5%	50.0%	-	16.1%
	21	16	4	1	-	21
	67.7%	76.2%	50.0%	50.0%	-	67.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	31	21	8	2	-	31
	100.0%	100.0%	100.0%	100.0%	-	100.0%
CHI-SQUARE SIGNIFICANCE	<-----8.16----->					.2266*

Comparison Groups: BCDE

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

	Q39.Years Conducting Business in Current Location						Cross Tab Total
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	
	(A)	(B)	(C)	(D)	(E)	(F)	
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2	-	-	-	-	2	2
6	6.5%	-	-	-	-	15.4%	6.5%
7	-	-	-	-	-	-	-
8	3	-	1	1	-	1	3
	9.7%	-	25.0%	50.0%	-	7.7%	9.7%
9	5	1	-	1	-	3	5
	16.1%	16.7%	-	50.0%	-	23.1%	16.1%
10 Excellent	21	5	3	-	6	7	21
	67.7%	83.3%	75.0%	-	100.0%	53.8%	67.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	31	6	4	2	6	13	31
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----14.633----->						
	.2621*						

Comparison Groups: BCDEF

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln> on providing a bill that makes it easy to tell how much the current month's charges are?

Q40. Gender				
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	2	-	2
6	6.5%	13.3%	-	6.5%
7	-	-	-	-
8	3	2	1	3
9	9.7%	13.3%	6.2%	9.7%
10 Excellent	5	1	4	5
	16.1%	6.7%	25.0%	16.1%
	21	10	11	21
	67.7%	66.7%	68.8%	67.7%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	31	15	16	31
	100.0%	100.0%	100.0%	100.0%
CHI-SQUARE SIGNIFICANCE	<-----4.153-----> .2454*			

Comparison Groups: BC

*** Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.